GUIDEBOOK

FOR THE

STATE OF TENNESSEE

This guidebook contains regulations and rates applicable for the furnishing of Basic Local Exchange Service (except Lifeline Assistance Programs, Enhanced Universal Emergency Number Service (E911) and N11 Abbreviated Dialing Codes), Long Distance Message **Telecommunications and** for other general subscriber services, and facilities associated with the above services offered by CenturyTel of Claiborne, Inc. (also referred to hereafter as the Company and/or Telephone Company), within this State. All of the aforementioned services offered by CenturyTel of Claiborne, Inc. d/b/a CenturyLink Claiborne, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this guidebook. The Company's tariff is on file with the Tennessee Regulatory Authority and contains regulations and rates applicable for the furnishing of Lifeline Assistance Programs, Universal Emergency Number Service (911) and N11 Abbreviated Dialing Codes. (D)

Intrastate communication services are furnished through facilities provided by the Company for the transmission of intelligence by electrical, impulse, principally by means of wire, radio, or a combination thereof.

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SECTION 1: GENERAL RULES AND REGULATIONS

A. APPLICATION

The rules and regulations specified herein are in addition to those contained elsewhere in this Guidebook and/or in tariffs on file with the Tennessee Regulatory Authority. They apply to the intrastate services and facilities furnished by CenturyTel of Claiborne, Inc. d/b/a CenturyLink Claiborne (also referred to hereinafter as the Telephone Company and/or the Company) within this State. All of the aforementioned offered by CenturyTel of Claiborne, Inc. d/b/a CenturyLink Claiborne, whether under that name, or the trade or brand name CenturyLink, are subject to the terms and conditions of this Guidebook. Failure on the part of the subscribers to observe these rules and regulations of the Telephone Company, after due notice of such failure, automatically gives the Telephone Company the privilege to discontinue furnishing the service.

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY

1. Availability of Facilities

The Telephone Company's obligation to furnish exchange and toll service is dependent upon its ability to secure and retain, without unreasonable expense, suitable facilities and rights for the construction and maintenance of the necessary pole lines, circuits and equipment.

2. Interruptions of service

If service is interrupted for more than 48 hours other than by the negligence or willful act of the subscriber, an allowance at the minimum rate for the telephone facilities and class of service affected at the time of the interruption shall be made for the time such interruption continues, after notice and demand to the Company. No other liability shall in any case attach to the Company on account of interruptions of service.

3. Directory Errors and Omissions

a. The Telephone Company, except as provided herein, shall not be liable for damage claimed on account of errors in or omissions from its directories nor for the result of publications of such errors in directory nor will the Telephone Company be a party to controversies arising between subscribers or others as a result of listings published in its directories. Claims for damages on account of interruptions of service due to errors or omissions in directory listings will be limited to a pro rata abatement of the charge for such subscribers service as is affected, the maximum abatement not to exceed one-half the service charges for the period from the date of issuance of the directory in which the mistake occurred to the date of issuance of a new directory containing the proper listing.

b. In the cases of extra listings in the alphabetical section of the directory for which a charge is made, the Telephone Company's liability shall be limited to an amount not to exceed the established rate for such listing during the period which the error or omission continues.

SECTION 1: GENERAL RULES AND REGULATIONS

B. OBLIGATION AND LIABILITY OF TELEPHONE COMPANY (Cont'd)

4. Transmitting Messages

The Telephone Company does not transmit messages but offers the use of its facilities for communication between patrons. If because of transmission difficulties the operator, in order to accommodate the subscriber, repeats messages she is deemed to be acting as the agent of the persons involved and no liability shall attach to the Telephone Company because of errors made by the operator or misunderstandings that may arise between subscribers because of the errors.

5. Use of Connecting Company Lines

When suitable arrangements can be made, lines of other telephone companies may be used in connections the line of other Companies, the Telephone Company is not responsible or liable for establishing wire connections to points not reached by this Companies line. In establishing any action of the Connecting Company.

6. Defacement of Premises

The Telephone Company shall exercise due care in connection with all work done on subscriber's premises. No liability shall attach to the Telephone Company by reason of any defacement or damage to the subscriber's premises resulting from the existence of the Telephone Companies instruments, apparatus and associated wiring on such premises, or by the installation or removal thereof, unless such defacement or damage is the result of the sole negligence of the Telephone Company.

7. Adjustment of Charges

In the adjustment of charges for overbilling by the Telephone Company, a refund will be made of the full amount of excess charges when such amount can be determined; when the period during which overbilling has been effective cannot be fixed or the exact amount of overbilling determined from available records, the maximum refund will not exceed as estimated amount equal to such overbilling for a one year period.

C. USE OF SERVICE AND FACILITIES

1. Ownership and Use of Equipment

Equipment, instruments, and lines furnished by the Telephone Company, on the premises of a subscriber are the property of the Telephone Company, whose agents and employees shall have the right to enter said premises at any reasonable hour for the purpose of installing, inspecting, maintaining or repairing the equipment, instruments and lines, or for the purpose of making collections from coin boxes or upon termination of the service, for the purpose of removing such equipment, instruments or lines. Such equipment, instruments and lines are not to be used for performing any part of the work of transmitting, delivering or collecting any message where any toll or consideration has been or is to be paid any party other than the Telephone Company, without the written consent of the Telephone Company.

If the installation and maintenance of service are requested at locations which are or may be hazardous or dangerous to the Telephone Company's employees or to the public or to property, the Telephone Company may refuse to install and maintain such service and, if such service is furnished, may require the subscriber to install and maintain such service and may also require the subscriber to indemnify and hold the Telephone Company harmless from any claims, loss or damage by reason of installation and maintenance of such service.

SECTION 1: GENERAL RULES AND REGULATIONS

C. USE OF SERVICE AND FACILITIES (Cont'd)

2. Unauthorized Attachments or Connections

The Telephone Company shall not be required to attach its equipment or lines to wiring not owned and installed by it, now shall equipment, apparatus, circuits or devices not furnished by the Telephone Company, be attached to or connected with facilities furnished by the Telephone Company, whether physically, by induction or otherwise, unless provided elsewhere in this Guidebook and/or in tariffs on file with the Tennessee Regulatory Authority. In case any such unauthorized attachment or connection is made, the Telephone Company shall have the right to disconnect the same or to suspend the service during the continuance of said attachment or connection or to terminate the service.

3. Use of Subscriber Service

Subscriber telephone service is furnished only for the use by the subscriber, his family, employees or business associates, or persons residing in the subscriber's household, except as the use of the service may be extended to joint users or persons temporarily subleasing a subscriber's residential premises or to subscribers of access line service for customer-provided public telephones. The Telephone Company has the right to refuse to install subscriber service or to permit such service to remain on premises of a public character when the instrument is so located that the public in general or patrons of the subscriber may make use of the service. At such locations, however, service may be installed, provided the instrument is so located that it is not accessible for public use. This prohibition does not apply to subscribers of access line service for customer-provided public telephones.

4. Use of Party Line Service

Applications for party line service are accepted by the Telephone Company with the understanding that each subscriber will so use the service as to not interfere with an equitable proportionate use of the service by the other subscribers on the same line. When the duration or number of local messages sent or received by a party line subscriber is so great as to prevent an equitable proportionate use of the line by other subscribers on the line, the Telephone Company shall have the right to require the subscriber to contract for a higher grade of service, or to discontinue the service of the subscriber in question. The Telephone Company reserves the right to limit the continuous use of a party line for a local message to five minutes.

5. Tampering With Equipment

The Telephone Company may refuse to furnish or may deny telephone service to any person, firm or corporation on whose premises is located any telephone equipment owed by the Telephone Company which shows any evidence of tampering, manipulation, or operation or use of any device whatsoever, for the purpose of obtaining telephone service without payment of the charges applicable to the service rendered.

6. Use of Profane Language or Impersonation of Another

The Telephone Company may refuse furnish or may deny telephone service to any persons, firm or corporation who, over the facilities furnished by the Telephone Company, uses or permits to be used foul, abusive, obscene, or profane language; impersonates or permits others to impersonate any other individual with fraudulent or malicious intent.

7. Governmental Objections to Service

The Telephone Company may refuse to furnish or may discontinue telephone service to any person, firm or corporation upon objection to the furnishing of such service made by or on behalf of any governmental authority on the grounds that such service is or is to be used for an illegal purpose.

SECTION 1: GENERAL RULES AND REGULATIONS

D. ESTABLISHING AND FURNISHING OF SERVICE

1. Application for Service

a. Application for service must be made on the Telephone Company's standard form of application. These applications become contracts when accepted in writing by the Telephone Company, or upon the establishment of service. Applicants for service are required to pay in advance at the time application is made all charges accruing for the first billing period for exchange service and equipment, and the service connection charge if applicable. The terms and conditions specified in such contracts are subject to these SECTION 1: GENERAL RULES AND REGULATIONS, and tariffs on file with the Tennessee Regulatory Authority, as applicable, for the particular exchange from which service is to be furnished. Any change in rates, rules or regulations shall act as a modification of contract to that extent, without further notice.

b. Requests from subscribers for additional service, equipment, etc., may be made verbally, if the original contract provides for such additional service and equipment as may be ordered, and no advance payment will be required. A move from one location to another (Outside Move) within the same Exchange Area is not considered to terminate the contract and orders for such moves may be made verbally.

c. The Company reserves the right to refuse service to any applicant who is found to be indebted to the company or any other company for service previously furnished until satisfactory arrangements have been made for payment of all such indebtedness. The Company may also refuse to furnish service to any applicant desiring to establish service for former subscribers of the Company or any other telephone company who are indebted for previous service, regardless of the listing request for such service, until satisfactory arrangements have been made for the payment of such indebtedness.

d. If telephone service is established and it is subsequently determined that either condition in "c" above exists, the company may suspend or disconnect such service until satisfactory arrangements have been made for payment of the prior indebtedness.

2. Telephone Numbers

The subscriber has no property right in the telephone number or any right to continuance of service through any particular central office, and the Telephone Company may change the telephone number or the central office designation, or both, of a subscriber whenever it deems it advisable in the conduct of its business so to do.

3. Alterations

The subscriber agrees to notify the Company promptly in writing whenever alterations or new construction on premises owned or leased by him will necessitate changes in the Company's wiring or equipment; and the subscriber agrees to pay the Company's current charges for such changes.

4. Payment for Service

The subscriber is required to pay all charges for exchange services and facilities, and for toll messages (including charges for message service) in accordance with provisions contained elsewhere in SECTION 1: GENERAL RULES AND REGULATIONS. The subscriber is held responsible for all charges for telephone service rendered at his telephone, both exchange and toll, including charges for toll messages on which the charges have been reversed.

SECTION 1: GENERAL RULES AND REGULATIONS

D. ESTABLISHING AND FURNISHING OF SERVICE (Cont'd)

5. Maintenance and Repairs

All ordinary expense of maintenance and repair, unless otherwise specified, is borne by the Telephone Company. The subscriber agrees to take good care of the instruments and all accessories connected therewith. In case of loss of, damage to, or destruction of any of the Company's instruments, or accessories, not due to ordinary wear and tear, the subscriber is held responsible for the cost of replacing the equipment destroyed or for the cost of restoring the equipment to its original condition, except where such damage is not occasioned by the negligence of the subscriber. Subscribers may not rearrange, disconnect, or remove or permit others to rearrange, disconnect or remove any apparatus or wiring installed by the Telephone Company, except upon written consent of the Telephone Company.

6. Unusual Installation Costs

Where special conditions or special requirements of the subscriber involve unusual construction or installation costs, the subscriber may be required to pay a reasonable proportion of such costs.

7. Natural Disaster Recovery For Customers

In situations where customers' telecommunications services are interrupted by natural disasters, the Company may offer alternative telecommunications services to customers in the immediate affected area, and waive otherwise applicable charges for those services. The availability and details of the offers, including, but not limited to, the maximum duration of the offer or waiver of any applicable charges, will be determined by the Company in each instance of natural disaster.

8. Furnishing Party Line Service

a. Four-Party **Service, when** offered, is furnished at any location where there is a vacancy on an existing line or when there is no vacancy, a new line will be opened up when there is, in the opinion of the Telephone Company, an opportunity to connect additional subscribers in nearby locations to that line within a reasonable time.

b. Two or four-party **service, when** offered, will be furnished only when in the opinion of the Telephone Company there is sufficient demand for such service to assure a reasonable fill of lines and where such demand is concentrated within a reasonable time.

c. Rural four-party service is furnished **only within** the Exchange Area.

SECTION 1: GENERAL RULES AND REGULATIONS

E. TELEPHONE DIRECTORIES

1. Distribution

The Telephone Company will furnish to subscribers, without charge, only such directories as it deems necessary for the efficient use of the service. Other directories will be furnished at the discretion of the Company at a reasonable charge.

2. Ownership and Use

Directories regularly furnished to subscribers are the property of the Telephone Company, are loaned to subscribers only as an aid to the use of the telephone service, and are to be returned to the Telephone Company upon request. Subscribers must not deface or mutilate directories. The Telephone Company shall have the right to make a charge for directories issued in replacement of directories destroyed, defaced, or mutilated while in the possession of the subscriber. No binder holder, or auxiliary cover, except as such as may be provided by or with the consent of the Telephone Company, shall be used on or in connection with any directory furnished by the Telephone Company.

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT

1. Establishment of Credit

The Telephone Company is not obliged to furnish service to any individual or firm that owes for services previously rendered at the same or a different address, until arrangements have been made to liquidate such previous indebtedness to the Company. Nor is the Telephone Company obligated to continue to furnish service to any individual or firm whose credit is or becomes, in the opinion of the Telephone Company, doubtful. In order to insure the payment of all charges due for service, the Telephone Company may require any subscriber to establish and maintain his credit in one of the following ways:

a. By furnishing references acceptable to the Telephone Company.

b. By providing suitable guarantee in writing, in form prescribed by the Telephone Company.

c. By means of a cash deposit.

SECTION 1: GENERAL RULES AND REGULATIONS

F. ESTABLISHMENT AND MAINTENANCE OF CREDIT (Cont'd)

2. Deposits

a. The Company may require an applicant or a customer to make a suitable cash deposit to be held by the Company as a guarantee of the payment of charges for service. The fact that a deposit has been made neither relieves the applicant nor the customer from complying with the Company's regulations as to advance payments and the prompt payment of bills on presentation nor constitutes a waiver or modification of the regulations of the Company providing for the discontinuance of service for nonpayment of any sums due the Company for service rendered.

b. Applicants or customers who request service in a location where the Company believes, in its sole discretion, the equipment may be subject to loss or damage through theft, vandalism or other reasons involving a responsibility on the part of the customer will be required to make a suitable deposit to cover that potential loss or damage, such deposit not to exceed the value of the equipment furnished.

c. The amount of deposit, if applicable, will be determined in accordance with the Company's policies.

d. Deposits, if applicable, will be refunded or applied, in accordance with the Company's policies.

e. The Company does not apply interest on deposit amounts that it holds or upon the return of deposit amounts to the applicant or customer.

3. Discontinuance of Service for Failure to Establish Credit

Service may be discontinued for failure to establish credit, as authorized above, within five days after the Company has served or mailed notice requiring the Subscriber to do so.

4. Restoral of Service Charge

Where service has been discontinued for failure to establish credit as authorized above, the regular restoral of service charge will be made and collected by the Company.

SECTION 1: GENERAL RULES AND REGULATIONS

G. APPLICATION OF BUSINESS AND RESIDENCE RATES

(A) BUSINESS RATES APPLY AT THE FOLLOWING LOCATIONS:

1. In offices, stores, factories, mines, and all other places of a strictly business nature.

2. In boarding houses, except as noted under B-2, offices of hotels, halls, and offices of apartment buildings; quarters occupied by Clubs or lodges; public, private or parochial schools or colleges, hospitals, nursing homes, libraries, churches, and other similar institutions.

3. At residence locations when the subscriber has no regular business telephone and the use of the service either by himself, members of his household, or his guests, or parties calling him can be considered as more of a business than a residence nature, which fact might be indicated by advertising either by business cards, newspapers, handbills, billboards, circulars, motion pictures, television, screens, or other advertising matter, such as vehicles, etc., or when such business use is not as commonly arises and passes over a residence telephone during the intervals when, in compliance with the law or established custom, business places are ordinarily closed.

4. At residence locations, when an extension station or station bell is located in a shop, office, or other place of business.

5. In college fraternity houses.

6. In any location where the listing of service at that location indicates a business, trade or profession, except as specified, under B-3 following.

(B) RESIDENCE RATE APPLY AT THE FOLLOWING LOCATIONS:

1. In private residence where business listings are not provided.

2. In private apartments of hotels, rooming houses, or boarding houses where service is confined to the subscribers use, and elsewhere in rooming and boarding houses which are not advertised as a place of business or which have less than five rooms for roomers or which furnish meals to less than ten boarders, providing business listings are not furnished.

3. In the place of residence of a clergyman or nurse, and in the place of residence of a physician, surgeon or other medical practitioner, dentist or veterinarian, provided the subscriber does not maintain an office in the residence.

SECTION 1: GENERAL RULES AND REGULATIONS

H. DIRECTORY LISTINGS

(A) GENERAL REGULATIONS

1. The regulations for directory listings, as provided in this section, apply only to the information records and the alphabetical directory or that section of the directory containing the regular alphabetical list of names of subscribers.

2. The alphabetical list of names of subscribers is designed solely for the purpose of informing calling parties of the telephone numbers of subscribers and those entitled to use subscribers' service. Special arrangement of names is not contemplated, nor any form of listings which does not facilitate directory service or is otherwise objectionable or unnecessary for purposes of identification.

3. Names in directory listings shall be limited to the following:

   a. In connection with residence service:

      (1) The individual name of the subscriber, or
      (2) The individual name of a member of the Subscriber's family or a second party so designated by the subscriber.

   b. In connection with business service:

      (1) The individual name of the subscriber or joint user, or
      (2) The name under which the subscriber of joint user is actually doing business as evidenced by sign on the premises, by letterheads, and by name under which a bank account is carried, or
      (3) The name under which a business is actually being conducted by someone other than the subscriber and which the subscriber or joint user is authorized by such other to use, or
      (4) The individual names of officers, partners, or employees of the subscriber, or
      (5) The names of departments when such listings are deemed necessary from a public reference viewpoint.

4. Whenever any question arises as to the right of a subscriber (1) to list the name of a business he claims he is authorized to represent; or (2) to use a listing which includes the trade name of another; the Telephone company is privileged to require the subscriber to secure from the owner of such name, written authority so to use it, addressed to the Telephone Company for the acceptance for insertion or for the continuance of such listings; and is privileged to refuse to accept or to delete such listings where (1) such written authority is not so furnished or (2) such authority is withdrawn by such owner in writing to the Telephone Company.

5. Primary Listings

   a. One listing without charge, termed the primary listing, is provided as follows:

      (1) For each separate subscriber service. When two or more main stations lines or P.B.X. trunk lines are consecutively operated, the first number of the group is considered the primary listing.
      (2) For each joint user.

SECTION 1: GENERAL RULES AND REGULATIONS

H. DIRECTORY LISTINGS

(B) REGULAR EXTRA LISTINGS

1. Business extra listings may be the name of partners or members of the firm, if the subscriber or joint user is a partnership or firm; the names of the officers of the corporation, if the subscriber or joint user is a corporation; and for any business establishment, the names of associates or employees of the subscriber or joint user. No other class of listing, such as service, agency, commodity, etc., will be accepted.

2. Residence extra listings may be the names of members of the subscriber's immediate family or other persons residing in the subscribers home who are recognized as a part of the subscriber’s domestic establishment.

3. Ordinarily, all extra listings must be of the same address and telephone number as the primary listing, except as provided below for alternate listings. However, when in the opinion of the Telephone Company, it appears necessary as an aid to the use of the directory and provide satisfactory service can be furnished, a listing may be permitted under the address of P.B.X. station, or extension station, installed on premises of the subscriber, but at an address different from that of the switchboard, or main station, using the telephone number of the primary listing.

4. Regular Extra Listings are furnished at the rate quoted in this Guidebook.

5. Extra Listing charges (except for listing alternative call numbers and office hours) date from the time the listing is posted on the information records. Information records are posted at the time of application for the listing is made, or at the date of issue of the directory as the customer may desire. Charges for listings of alternative call number and office hours become effective as of the date of the issue of the directory.

(C) SPECIAL TYPES OF EXTRA LISTINGS

1. Duplicate and cross reference listings

(a) Duplicate listings, i.e., listing of nicknames, abbreviated names, names which are commonly spelled more than one way, and rearrangements of names, are permitted when, in the opinion of the Telephone Company, they are necessary for the proper identification of the subscriber, and are not desired to secure a preferential position in the directory or for advertising purposes.

(b) Cross reference listings are permitted when their use will facilitate in the handling of telephone calls.

(c) The Regular Extra Listing rate applies for each Duplicate or cross Reference Listing.

SECTION 1: GENERAL RULES AND REGULATIONS

H. DIRECTORY LISTINGS

(C) SPECIAL TYPES OF EXTRA LISTINGS (Cont'd)

2. Alternate Call Number Listings

(a) Listing of an alternate telephone number, other than those covered under 5-a "Office Hour Listings" of this Guidebook, to be called in case no answer is received, is permitted for subscribers to all classes of service.

(b) The alternate number may be that of a service not under contract with the subscriber in connection with whose name it appears. In such a case, the consent of the subscriber to the alternately listed service must be obtained before the alternate listing is furnished.

(c) The Regular Extra Listing rate applies for each Alternate Call Number Listing.

3. Foreign Exchange Listings

(a) Foreign Exchange Listings, i.e., listings of subscribers located in an exchange other than in which the listed service is furnished, are permitted.

(b) The Regular Extra Listing rate applies for each Foreign Exchange Listing.

4. Temporary Tenant Listings

(a) Residence subscribers who lease their premises for a period of less than one year and request the Telephone Company to render service to their tenant without change in contract, may arrange for listings for such tenant provided that the subscriber and the tenant do not occupy the premises at the same time.

(b) All billing and contractual arrangements remain unchanged, the subscriber being responsible for the payment of all charges.

(c) The Regular Extra Listing rate applies for each Temporary Tenant Listing.

5. Office Hour Listings

(a) Listing of office hours or other information which is not required in order to efficiently handle telephone traffic, is not included in the charge for service. Subscribers who desire that their office hours appear in connection with their listings, may obtain same by paying the rates for Regular Extra Listings. A phrase directing the method of calling when a P.B.X. operator is not on duty may be listed in the directory, at the Regular Extra Listing rates whenever night connections are provided.

SECTION 1: GENERAL RULES AND REGULATIONS

H. DIRECTORY LISTINGS

(D) PRIVATE AND SEMI-PRIVATE TELEPHONE NUMBERS

1. Private Telephone Numbers

Some subscribers request their telephone numbers be omitted from the directory and the Company's information records. Such requests, when presented in writing, may be fulfilled through the assignment of a private telephone number subject to the regulations outlined below.

Incoming calls to private telephone numbers will be completed by the Company only when the calling party places the call by number. The Company will adhere to this practice notwithstanding any claim of emergency the calling party may present. The acceptance by the Company of the subscriber's request to furnish a private telephone number does not create a relationship or obligation, direct or indirect, to any person other than the subscriber.

2. Semi-Private Telephone Numbers

Semi-private telephone numbers are not listed in the Company's alphabetical directory, but are maintained on informational records and will be furnished upon request of the calling party. The acceptance by the Company of the subscriber's request to furnish a semi-public telephone number does not create any relationship or obligation, direct or indirect, to any person other then the subscriber.

3. Liability

In the absence of gross negligence or willful misconduct, no liability for damages arising from publishing a private or semi-public telephone number in the directory or disclosing said number to any person shall attach to the Company. Where such number is published in the directory, the Company's liability shall be limited to and satisfied by a refund of any monthly charges which the Company may have made for such private telephone number. The subscriber indemnifies and saves the Company harmless against any and all claims for damages caused or claimed to have been caused, directly or indirectly, by the publication of a private or semi-public telephone number or the disclosing of said number to any person.

In exchanges where 911 Service is provided a calling party forfeits the privacy afforded by non-published service to the extent that the telephone number and the address (and name of business account only) associated with the originating station location are furnished to the PSAP at the time the call is originated. 911 Service information consisting of the name, address and telephone numbers of telephone subscribers whose listings are not published in directories or listed in directory assistance offices are confidential and the 911 customer agrees to use such information only for the purpose of responding to emergency 911 Service calls.

4. **A customer requesting Private or Semi Private Service due to personal safety concerns (stalking, domestic violence, sexual assault, etc.) will be provided Private or Semi-Private Service free of charge. Customer may be required to provide documentation of eligibility. Examples of acceptable documentation are participation in a state-administered address confidentiality program or a court-ordered protective order.**

SECTION 1: GENERAL RULES AND REGULATIONS

I. INITIAL CONTRACT PERIODS AND TERMINATION OF SERVICE

(A) INITIAL CONTRACT PERIODS

1. Except as herein provided, the initial (or minimum) contract period for all services an Facilities is two months at the same location.

2. The length of contract period for directory listings, and for joint user service, where the listing actually appears in the directory, is the directory period. The directory period is from the day on which the directory is first distributed to the subscribers to the day the succeeding directory is first distributed to subscribers.

3. In the case of P.B.X. service, the initial contract period shall be at least three years, and the Telephone Company may require longer contract periods depending upon the size and nature of the installation for rendering such service.

4. The Telephone Company may require a contract period longer than two months at the same location in connection with special (non-standard) types or arrangements of equipment or for unusual construction necessary to meet special demands, and involving extra costs.

(B) TERMINATION OF SERVICE

1. Service may be terminated prior to the expiration of the initial contract period upon notice being given to the Telephone Company, and upon payment of the termination charges given below, in addition to all charges due for the balance of the initial two months.

   a. In the case of service for which the initial contract period is two months, the charges due for the balance of the initial two months.

   b. In the case of directory and joint user service where the listing has appeared in the directory, the charges due to the end of the directory period, except that in the following cases charges will be continued only to the date of termination of the extra listing or joint user service, subject, however, to a minimum charge for two months.

      1. The contact for the main service is terminated.
      2. The listed party or joint user becomes a subscriber to some class of exchange service.
      3. The listed party of joint user moves to a new location.
      4. The listed party or joint user dies.

   c. For P.B.X. service, the charges will be based on the individual circumstances in each case or agreed upon at the time of installation.

   d. Contracts for periods of longer than two months covering services whose installations required line extensions may be terminated upon payment of all charges that would accrue to the end of the contract period, or the contract will be transferred to a new applicant who is to occupy the same premises and will subscribe to service effective on the day following termination by the original subscriber.

2. Service may be terminated after the expiration of the initial contract period, upon the Telephone Company being notified, and upon payment of all charges due to the date of termination of service.

SECTION 1: GENERAL RULES AND REGULATIONS

J. JOINT USER SERVICE

1. Joint user service is an arrangement whereby an individual, firm or corporation whose telephone needs are not such as to justify the provision of separate subscriber service is permitted to use the service of a subscriber. Upon written application by the subscriber, the Telephone Company will extend service to joint users, except that not more than one joint user will be permitted for each main line or for each main line or for each trunk of a commercial P.B.X. system. Joint user service is not furnished in situations where a subscriber is engaged in the business of renting office space on a transient or permanent basis, or for other reasons desires to furnish telephone service to clients.

2. To facilitate the use of joint user service, a directory listing is included as a part of the classification, and additional listings may be furnished joint users under the same conditions as regular subscribers. Listings for joint user service must bear the same address and telephone number as the listing of the main station.

3. Joint users are permitted only in connection with business individual line, semi-public and P.B.X. service. The joint user must be located in the same office or suite of offices as the subscriber.

4. Joint user service shall be furnished only at the request of the subscriber to the main station, who shall make application therefore, and shall be responsible for payment of all charges incurred thereunder.

5. Charges for joint user service date from the day the contract is executed, and are payable monthly in advance. The minimum charge for joint user service is for the directory period, except that the service may be cancelled before the listing close for the next issue of the directory. Contracts for joint user service may be terminated at the end of the directory issue, or at any time upon payment of all charges for service for the minimum contractual period, and otherwise only as specified in the Termination of Service section of this Guidebook.

SECTION 1: GENERAL RULES AND REGULATIONS

K. MILEAGE CHARGES

(A) EXTENSION AND P.B.X. STATION MILEAGE

1. Mileage charges apply to the additional circuit required where extension stations, or signals or P.B.X. stations are at different locations on the same premises than the building in which the main station, P.B.X. switchboard (for manual P.B.X. systems) or P.B.X. switching equipment (for dial P.B.X. systems) is located or when such circuits are extended to different premises.

2. The rates for Extension or P.B.X. Station mileage are quoted elsewhere in this Guidebook.

L. PAYMENT FOR SERVICE AND FACILITIES

1. The subscriber shall pay for services and facilities monthly in advance- except Departments, Administrations and Agencies of the Federal, State, County, Township or Municipal Governments and shall pay for Toll Messages (Including charges for messenger service), Teletypewriter Exchange Service Messages and other charges when billed. Failure to receive a bill does not relieve the subscriber of the responsibility for payment in accordance with the provisions set forth herein.

2. All bills for local, toll or miscellaneous services are due when rendered and payable at the office of the Telephone Company, or an authorized collection agency, on or before the 10th of the month in which the bill is rendered.

3. When warranted, in the judgment of the Telephone Company, special toll bills may be rendered. In such cases the amounts are due and payable on demand.

4. In the event of failure by the subscriber, or other responsible entity, to pay any regular bill within 20 days after the date of the bill or to promptly settle special toll bills, the Company may discontinue service without further notice at any time during such default. Service need not be restored unless or until all amounts due at the day of payment are paid in full including the restoration charge.

5. The regular restoral charge will be made for reconnecting services which have been discontinued for nonpayment of charges due. No allowance will be made for loss of service during the period service is disconnected for nonpayment if payment is made and service reconnected before the completion of an order to terminate service. Subsequent to the completion of an order to terminate service, it may at the option of the Telephone Company be re-established only on the basis of a new application.

6. In the event the service of a subscriber has been twice denied for non-payment within the previous twelve months, service may be terminated in lieu of a third denial. Service then may be re-established at the option of the Company only on the basis of a new application.

(D)
(D)

SECTION 1: GENERAL RULES AND REGULATIONS

M. PREFERRED CARRIER FREEZE

Subscribers who wish to reduce the chance of a change in their local exchange carrier, intraLATA and/or interLATA toll service provider(s) without their express written or verbal consent may request, at no charge, to have their preferred carrier selection frozen to their carrier of choice. Preferred Carrier Freezes shall be implemented or removed by one of the following three methods. This offering in no way nullifies the carrier or reseller's responsibility to verify the service provider changes as outlined in Rule 1220-4-2.56(2), The Tennessee Verification of Orders for Changes of Long Distance Carriers.

a. In written form by the use of Letter of Agency (LOA) that must conform with Rule 1220-4-2-.56(2)(a), The Tennessee Verification of Orders for Changes of Long Distance Carrier; or

b. Verbally with a call between the subscriber and the Company; or

c. Verbally with a three-way conference between the Company, the subscriber, and the preferred carrier.

At the time a subscriber makes a request to the Company to place a freeze on their account, the company will send the subscriber a confirmation letter. The Company does not guarantee that by placing a freeze on the subscriber's account that the preferred carrier cannot be changed without the subscriber's consent. The Company shall not be liable for any damages that may occur if the preferred carrier is changed without the subscriber's consent as long as the company has fully complied with the requirements specified in Rule 1220-4-2-.56 (2), The Tennessee Verification of Orders for Changes of Long Distance Carriers.

N. THIRD PARTY BLOCKING

(A) DESCRIPTION

Third Party Blocking is available to all customers. The service blocks the placing of monthly recurring charges on telephone bills by third party providers without proper verification. Unauthorized charges can include monthly recurring for membership fees, plan fees, Internet access fees, voice mail fees, etc. Casual calling, collect, third party, calls to a carrier's toll access number, as well as directory advertising are exempt from this blocking service.

(B) THIRD PARTY BLOCKING PROCEDURES

The Company will utilize the following procedures before removing Third Party Blocking from a customer's bill:

1. The third party provider shall not submit changes to the Company, for a specific Customer, without first obtaining a Letter of Authorization (LOA) from an authorized individual for the telephone account. The LOA shall include the name and address of the company providing the service, a description of the service, an itemization of the cost including whether the charge is one-time or a recurring fee and a statement confirming that the person signing up for the service is an authorized individual for the telephone service.

2. The LOA shall not be combined with inducements of any kind in the same document.

3. A copy of the LOA must be provided to the Company, if requested, as authority from the Customer to place a monthly recurring charge on the Customer's bill.

4. Upon receipt of an LOA, the Company will first call the Customer and obtain the Customer's verbal approval before removing Third Party Blocking.

SECTION 1: GENERAL RULES AND REGULATIONS

N. THIRD PARTY BLOCKING (Cont'd)

(C) ACTIVATION/SUBSEQUENT CHANGES

1. Subscribers who wish to establish or cancel third party blocking may also do so by contacting the Company directly. The Company may require verification from the subscriber.

2. The charge to activate or change Third Party Blocking is $5.00.

O. RURAL LINE SERVICE

1. Rural Line Four-party service will be furnished to applicants within the Exchange Area at the rates shown elsewhere in this Guidebook. Only the type and types of service for which a rate is quoted will be furnished. In no cases will new contracts be accepted for less than four main station telephones per line, or the equivalent rate thereafter.

2. New rural lines will be **established only** when, in the judgment of the Telephone Company, there appears to be sufficient demand for service to warrant the construction costs involved.

3. Rural Line Service may be furnished for special business of a temporary nature which may not remain in a fixed locations for any considerable length of time. In such cases, the subscriber may be required to pay the entire cost of the new construction necessary to establish service.

4. The Company reserves the right to connect business and residence stations to the same line. No keys or switches for the purpose of cutting off all or a portion of the line from the central office are permitted except in the case of an extension station where a key may be provided for disconnecting it from the main station.

P. VACATION NUMBER RESERVATION

The charge for Vacation Number Reservation is Fifty (50) percent of the regular flat rated monthly access line rate.

Vacation Number Reservation provides for temporary suspension of service at customer request for a period of not less than one (1) month and not to exceed nine (9) months in a twelve (12) month period. Vacation Number Reservation applies only to residential and business access line rates. It does not apply to Key, PBX, Centrex lines, or Trunks, calling features or bundled services. The customer's account must be current to be placed on Vacation Number Reservation. After service has been restored, there will be a minimum of one (1) month's charge for full service before the service can again be put on Vacation Number Reservation.

1. Telephone service will be completely disconnected during the period of Vacation Number Reservation; there will be no dial tone.

2. If the customer has not requested that the service be restored after nine (9) months of Vacation Number Reservation, the service will revert back to the standard rate; however, full service (dial tone) will not be restored until the customer requests such by contacting the Telephone Company. The customer will be notified of the date of the discount expiration in advance.

3. There will be no charge to activate Vacation Number Reservation. Applicable nonrecurring charges will apply each time Vacation Number Reservation is restored to full service.

SECTION 1: GENERAL RULES AND REGULATIONS

Q. CONNECTION WITH SUBSCRIBER-OWNED RECORDING EQUIPMENT

(A) REGULATIONS

1. General

Subscriber-owned voice recording equipment for the recording of telephone conversations may be used in conjunction with the facilities of the Telephone Company subject to the following conditions:

a. Connection with Telephone Company Facilities

1. Connection of customer-owned voice recording equipment with the facilities of the Telephone Company shall be made only through recorder connector equipment which contains a device automatically producing a distinctive recorder tone that is repeated at intervals of approximately fifteen seconds when the recording equipment is in use, except that in the case of a private line service which has no connection with the exchange or toll system of the telephone company recorder connector equipment which does not contain the automatic tone device may be used at the option of the customer.

2. Permanent connection shall be made only through recorder connector equipment furnished, installed and maintained by the Telephone Company.

3. Temporary connection for a period not to exceed thirty days may be made for trial or demonstration purposes through portable recorder connector equipment furnished by a recorder manufacturer or his agent, provided such equipment is obtained from and is maintained by the Telephone Company. The portable recorder connector equipment shall be connected with the telephone line through jacks installed on the line by the Telephone Company for that purpose.

4. The customer-owned voice recording equipment shall be so arranged that at the will of the user it can be physically connected to and disconnected from the facilities of the Telephone Company or switched on and off.

b. Responsibility of the Telephone Company

Telephone service furnished by the Telephone Company is not represented as adapted to the recording of telephone conversations by means of voice recording equipment. The use of subscriber-owned voice recording equipment in connection with the facilities of the Telephone Company is permitted only on condition that the liability of the Telephone Company for damages arising out of mistakes, omissions, interruptions, delays or errors or defects in transmission, or failures or defects in the recorder connector equipment occurring in the course of furnishing service or other facilities and not caused by the negligence of the subscriber, or the Telephone Company in failing to maintain proper standards of maintenance and operation and to exercise reasonable supervision, shall in no event exceed an amount equivalent to the proportionate charge to the customer for the period of service during which the mistake, omission, interruption, delay, or error or defect in transmission, or failures or defects in the recorder connector equipment occurs.

SECTION 1: GENERAL RULES AND REGULATIONS

Q. CONNECTION WITH SUBSCRIBER-OWNED RECORDING EQUIPMENT (Cont'd)

(A) REGULATIONS (Cont'd)

1. General (Cont'd)

c. Obligation of the Subscriber

(1) The operating characteristics of the subscriber-owned voice recording equipment shall be such as not to interfere with any of the services offered by the Telephone Company. Upon notice from the Telephone Company that the equipment of the customer is causing or is likely to cause hazard or interference, the subscriber shall make such changes as may be necessary to remove or prevent such hazards or interference.

(2) The subscriber indemnifies and saves the Telephone Company harmless against claim for libel, slander, or infringement of copyright arising from the improper use of material transmitted over its facilities and recorded; against claims of infringement of patents arising from combining with, or using in connection with, facilities of the Telephone Company, apparatus or systems of the subscriber and against all claims arising out of any act or omission of the subscriber in connection with facilities provided by the Telephone Company.

R. RULES AND REGULATIONS APPLYING TO ALL SUBSCRIBERS' CONTRACTS

Use of Telephone Company facilities or service in connection with automatic announcement service, automatic answering and recording service, recorder coupler service or miscellaneous devices for recorded public announcements are subject to the following conditions:

a. For purpose of identification, subscribers to telephone service who transmit recorded public announcements over facilities provided by the company must include in the recorded message the name of the organization or individual responsible for the service and the address at which service is provided.

b. Subscribers transmitting factual public announcements such as Time, Stock Market quotations, Airline schedules and similar information are excluded from the preceding condition.

c. Nonpublished telephone service will not be furnished for use with recorded public announcements.

d. Failure to comply with the provisions of this Guidebook shall be cause for termination of service.

SECTION 1: GENERAL RULES AND REGULATIONS

S. DEFINITIONS

Central Office

A switching unit providing telephone service to subscribers connected thereto.

Channel

The term "Channel" designates the electrical path provided by the Telephone Company between two or more locations.

Circuit

The term applies to a channel used for the termination of electrical energy in the furnishing of telephone service.

Common Battery Service

Common Battery Service is either manual or automatic service where the talking battery is furnished from the Central Office and where the operator is signalled or dial tone is obtained by lifting the receiver of the calling station.

Connecting Company

A corporation, association, partnership or individual, licensed and operating as a communications common carrier, owning or operating one or more exchanges and with whom traffic is interchanged.

Contract

The term "Contract" refers to the service agreement between a subscriber and the Telephone Company under which service and facilities are furnished in accordance with the provisions of the Tariffs and/or Guidebook as applicable.

Design Service (N)

A service that is not immediately available for provisioning and requires treatment, equipment or engineering design (e.g. ISDN-PRI, DS1, Private Line, Foreign Exchange Service).

Drop Wire (N)

Wires used to connect the circuits of open wire, aerial or underground distribution facilities to the point where connection is made with inside wiring.

Exchange

The term "Exchange" means a unit established for the administration of telephone service in a specified area which usually embraces a city, town or village and its environs. It consists of a central office, together with the associated plant used in furnishing communication service within that area.

SECTION 1: GENERAL RULES AND REGULATIONS

S. DEFINITIONS (Cont'd)

Exchange Area

The **territory served** by an Exchange.

Exchange Station

A station owned by the Telephone Company and connected directly or indirectly with a central office of the Company over its own lines.

(A) Main Station: A station directly connected with a central office by an individual or party line circuit.

(B) Extension Station: A station connected with a main station either directly or through some switching device, other than P.B.X. system.

Extension Station

(See Telephone Station)

Extra Listing

An extra listing is any listing of a name or information in connection with a subscriber's telephone number beyond that to which he is entitled in connection with his regular service.

Individual Line

An exchange line designed for the connection of only one main station. (Not a private branch trunk line).

Installation Charge

A non-recurring charge made for the placing or furnishing of telephone equipment, which may apply in place of or in addition to Service Connection charges and other applicable charges for service and equipment.

Joint User Service

Joint User Service is an arrangement whereby an individual, firm or corporation whose telephone needs are not such to justify the provision of separate subscriber service is permitted to use the service of a subscriber.

Key System Trunk

A circuit connecting the key system with a central office.

SECTION 1: GENERAL RULES AND REGULATIONS

S. DEFINITIONS (Cont'd)

Local Channel

The term "Local Channel" applies to that portion of a channel which connects a station to the interchange channel; it also applies to a channel connecting two or more stations within an exchange area.

Local Exchange Service

Local Exchange Service provides for telephone communication within an Exchange Area in accordance with the provisions of the Telephone Companies Tariffs and/or this Guidebook, including the use of exchange facilities as required to establish connection between an exchange station and the toll board or between an exchange station and toll trunks when such trunks are employed to effect connection with the toll board.

Local Messages

A local Message is a communication between a subscribers' stations within the same exchange area.

Local Service Area

That area throughout which a subscriber to local exchange service at a given rate, obtains telephone service without payment of a toll charge.

Party Line

A central office line designed for the connection of more than one main station.

Portable Telephone

A telephone instrument equipped with a plug-ended cord for use with a jack terminated circuit.

Premises

All of the building or adjoining portions of a building occupied and used by the subscriber; or all of the buildings occupied and used by the subscriber as a place of business or residence, which are located on a continuos plot of ground not intersected by a public highway.

Private Branch Exchange System

A private branch exchange system is an arrangement of equipment, contracted for a subscriber, consisting of manual or automatic switching apparatus with attendants telephone, trunks to a central office and stations connected with the switching apparatus, thereby providing for telephonic inter-communication between these stations, and also communication with the general exchange service.

Throughout this Guidebook, the commonly used abbreviation "P.B.X." will be substituted for the words Private Branch Exchange.

A. P.B.X. Trunk: A circuit connecting the P.B.X. system with a central office.

B. P.B.X. Stations: Any station (Including the operating set or sets) connected directly or indirectly with a P.B.X. system.

SECTION 1: GENERAL RULES AND REGULATIONS

S. DEFINITIONS (Cont'd)

Private Branch Exchange System (Cont'd)

C. Switchboards: Switchboards are classified as follows:

1. Cord Switchboard: A switchboard on which all lines terminate in jacks; interconnection of stations and of stations and trunk lines established by means of cords equipped with plugs.
   a. Multiple Cord Switchboards: A cord switchboard arranged so that each line may have two or more appearances or jack terminations.
   b. Non-multiple Cord Switchboard: A cord switchboard arranged so that each line has only one appearance or jack termination.

2. Cordless Switchboard (Key Switchboard): A switchboard on which all lines terminate on keys; interconnection of stations and of stations and trunk lines, is established by means of keys.

Private Branch Exchange Trunks

(See Private Branch Exchange System).

Private Line

A circuit provided to furnish communication only between two or more telephones directly connected to it, and not having connection with either central office or P.B.X. switching apparatus.

Private telephone Number

A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory and is not shown on records available to the general public.

Rural Line Service

Four-party line service furnished to subscribers in certain **sections within** the exchange area.

Rural Area

The territory in which Rural Line Service is furnished and in which urban classes of service are furnished at established rates.

Semi-Private Telephone Number

A telephone number associated with an exchange station which at the request of the subscriber has the listing omitted from the telephone directory but is on records available to the general public upon request.

Service Connection Charge

A nonrecurring charge applying to the establishment of basic telephone service for a subscriber and certain subsequent additions to that service.

Special Design Service (N)

See "Design Service." (N)

SECTION 1: GENERAL RULES AND REGULATIONS

S. DEFINITIONS (Cont'd)

Subscriber

As used in this Guidebook, a separate subscriber is involved at each location, or continuous property, where service is furnished. One individual or firm therefore may be considered as two or more separate subscribers even in the same Exchange. The privileges, restrictions and rates established for a subscriber to any class of service are limited to the service at one location; and no group treatment of service at separate locations, furnished to one individual for firm, is contemplated or to be implied, except when definitely provided for in the schedule.

Telephone Station

A telephone instrument, consisting of a transmitter, receiver and associated apparatus, so connected as to permit transmitting of and receiving telephone messages.

(A) Company Station: A station owned by the Telephone Company receiving service from and through central office equipment and lines normally owned, maintained and operated by the Telephone Company, and provided as part of the Telephone Company's service function.

(1) Main Station: A Company station directly connected by means of an individual line or party line circuit with a central office.

Toll Station: A company station installed for the convenience of the public or of a subscriber in a locality where the Telephone Company does not generally furnish exchange service and from which established toll rates are charged for all messages sent over the Telephone Company's lines.

(2) Extension Stations: An additional Company station connected on the same circuit as the main station and having the same telephone number as the main station.

(3) Private Branch Exchange Station: Any Company station (including the operator's set or sets) connected directly or indirectly with a private branch exchange system.

Tie Trunk

A circuit connecting two P.B.X. systems for the purpose of intercommunicating between the stations connected with such P.B.X. switching apparatus. A circuit is not intended to provide general exchange service through either of the P.B.X. systems with which it connects.

Toll Message

A message from a calling station to a station located in a different local service area.

Toll Service

Toll Service is that part of the total telephone service rendered by the Telephone Company which is furnished between patrons in different local service areas in accordance with the rates and regulations specified elsewhere in this Guidebook.

SECTION 2: SERVICE CONNECTION CHARGES

GENERAL

The charges specified in this section for the connection, move or change of service contemplate work being performed by the Telephone Company employees involved at a time when overtime wages do not apply.

If the customer requests that overtime labor be performed at hours of the day or days of the week other than normal work hours of days, or on holidays, or interrupts work once begun, an additional charge based on the additional costs involved applies.

The term "Service Charge" represents one of the following work functions necessary to perform a service connection, inside move, change for a business or residence class of service customers:

A. Service Ordering Charge- receiving, recording and processing information in connection with a customer request, per due date, per premises. However, when multiple service orders are required for company reasons, only one Service Ordering Charge applies.

B. Trip Charge- when it is necessary to travel to the customer's premises, one Trip Charge is applicable per customer request, per due date, per premises. When more than one trip to the customer's premises is necessary for company reasons, only one Trip Charge is applicable.

C. Central Office Access Charge- work associated with the line extending from the serving central office to the customer's premises. It includes, but is not limited to, central office connections, cable cross connections, and connecting or moving the drop or block wire.

No distinction is made between a "New Installation or Connection" and an "Outside Move". All changes in location of customer's equipment or service from one premise to another, except as otherwise provided in this section, are treated as new service connections with Service Charges applying. A premise is defined as: The buildings, portion of a building, on continuous property used and/or occupied at one time by the customer in the conduct of his business or as a residence. Where floor space in adjoining building is made continuous at one or more floor levels, all floor space in both buildings is considered as the same premises insofar as the customer who used and occupies such continuous floor space is concerned, the two buildings otherwise being considered as separate buildings.

Service Charges are in addition to other rates and charges normally applying under this Guidebook. They apply in addition to construction charges made because of unusual costs in establishing service and are not in lieu of mileage charges.

CHARGES

Service Ordering Charges apply as follows:

1. Where existing service, including all central office lines and trunks, stations, extensions, associated equipment and services are reconnected without change in wiring or equipment and a trip to the customer's premises is not required, one Service Ordering Charge is applicable for the entire system. No other Service Charges are applicable.**

2. Apply a Service Ordering Charge per request, per due date, per premises for the suspension of service or residential disconnection at the customer's request.

3. Apply a Service Ordering Charge per request, per due date, per premises to rearrange central office hunting lines.

SECTION 2: SERVICE CONNECTION CHARGES

CHARGES (Cont'd)

Service Ordering Charges apply as follows: (Cont'd)

4. Apply a Service Ordering Charge for a transfer of contract where there is a change of name and interest.

5. Apply a Service Ordering Charge per request, per due date, per premises for a telephone number change. This charge applies only to changes made for the customer's convenience.

6. Apply a Service Ordering Charge per request, per due date, per premises to change class of service or to change calling scope.

7. Apply one Service Ordering Charge per request, per due date, per premises, when work is required at the customer's premises.

8. Apply one Service Ordering Charge to orders involving transfers of telephone service and equipment from one premises to another, or from one location to another on the same premises.

** If there is a number change, a Central Office Access Charge per line is applicable. If there is a break in the continuity of service, an Order and Central Office Access Charge per line is applicable.

9. Apply a Service Ordering Charge per request, per due date, per premises, to arrange for the connection of or change to customer-provided equipment.

10. Apply a Service Ordering Charge to connect, activate or deactivate an existing bell or buzzer arrangement in an existing non-key or key telephone instrumentality. In addition, this charge applies when either connecting or changing an existing bell or buzzer in an existing key instrumentality to a common bell or buzzer or when changing an existing common bell or buzzer in an existing key telephone instrumentality to work on one line only.

11. Apply a Service Ordering Charge to connect, move or change miscellaneous equipment for which there is no monthly charge. In addition, apply the appropriate Installation and Move Charge or Nonrecurring charge when connecting or moving these items of miscellaneous equipment. Only the Installation or Move Charge or non-recurring charge applies when these items of miscellaneous equipment are connected, moved, or changed in association with other activity on the same order which generates a Service Ordering Charge.

Central Office Access Charges apply as follows:

1. Apply one Central Office Access Charge per exchange access line or trunk connected or changed.**

2. Apply one Central Office Access Charge per line or trunk line when changing grade of service or changing calling scope.

3. Apply one Central Office Access Charge per request to rearrange central office hunting lines regardless of the number of lines involved.

** When a customer changes from rotary to pushbutton service or vice versa, the Central Offices Access Charge does not apply.

4. Apply one Central Office Access Charge per line when the number is changed for customer convenience.

SECTION 2: SERVICE CONNECTION CHARGES

SERVICE CHARGES DO NOT APPLY TO:

Exchange access lines, trunks, or stations for which no basic exchange rates apply, including public telephones.

Private or Hotel Branch Exchange switchboards, attendant positions or operator sets.

Service reestablishment, within the same exchange, after the destruction or partial destruction of the customer's premises by means beyond the control of the customer whether at the same or another location. However, if service is established at a new location and the customer later moves back to the old location, the Service Charges are applied in connection with the reestablishment of service at the old location.

SERVICE CHARGES DO NOT APPLY : (Cont'd)

Moves or Changes required for the proper maintenance of the equipment or service. Changes in the standard type of an operator's set.

Moves or changes of public telephone.

Changes of telephone number for company-initiated reasons or service reasons, e.g., change or add to rotary service, or change to push button service.

Orders issued for record purposes except for transfer of contract where there is a change of name and interest.

CONNECTING, MOVING OR CHANGING SERVICE

	Residence	Business
Service Order	$12.15	$18.30
Central Office Access	$18.30	$18.30
Restoration of Service (1)	$18.30	$18.30

(1) The Restoration of Service charge applies only after temporary suspension by the Telephone Company. It does not apply after the completion of a disconnection order. After the service is disconnected by the completion of a disconnection order, service can be reconnected only upon the execution of a new contract in which case applicable connection charge elements shall apply.

SECTION 2: SERVICE CONNECTION CHARGES

WAIVER OF SERVICE CONNECTION CHARGES

In connection with Marketing or Sales studies, Marketing and Sales programs, the Company reserves the right to waive service connection charges for Touch-Tone and Custom Calling Services within specified areas for such periods of time as designated by the Company.

MINIMUM SERVICE CHARGE

Each Visit, Residence and Business $35.00 (T)

When the Company is required to make a visit to the customer's premises for the purpose of correcting a trouble caused by willful destruction of the telephone lines or equipment, the minimum charge will apply if another specific service charge does not apply.

The Company undertakes to maintain and repair the facilities which it furnishes to customers. The customer is assessed the actual cost of each instrument, apparatus, equipment, or lines destroyed due to malicious, willful and negligent damage. The customer may not, nor permit others to rearrange, disconnect or remove any equipment or wiring installed by the Company. If facilities are rearranged, disconnected or removed, the Company shall have the right to make a charge sufficient to recover any losses experienced as a result of such unauthorized tampering.

MAINTENANCE OF SERVICE CHARGE (A.K.A. TROUBLE ISOLATION CHARGE)

The customer shall be responsible for the payment of Company charges for visits by the Company to the customer's premises where service difficulty or trouble results from customer-provided equipment facilities. The following charges will apply:

Each visit, Residence and Business $85.00 (T)

RETURNED CHECK CHARGE

A. A returned check charge will be charged to a customer's account each time his check is returned from the bank marked insufficient funds.

B. Rates Nonrecurring Charge

Each check returned **$30.00** (I)

SECTION 2: SERVICE CONNECTION CHARGES

EXPEDITED ORDER CHARGE

An Expedited Order Charge applies when a customer requests a service date for a Private Line service or Design Service that is earlier than the standard interval. If the Company agrees to provide the service on an expedited basis, an expedited order charge may apply as specified in Section 25.1, Charges Applicable Under Special Conditions, unless set forth elsewhere in this Guidebook for a specific service.

SERVICE DATE CHANGE CHARGE

The customer may request a change of service date on a pending Private Line Service or Design Service order prior to the service date. A change of service date is a change of the scheduled service date by the customer to either an earlier date or a later date which does not exceed 60 calendar days from the original service date.

If the Company determines that the customer's request can be accommodated without delaying the service dates for orders of other customers, the service date will be changed and appropriate service charges will apply.

If the service date is changed to an earlier date, the customer will be notified by the Company that Expedited Order Charges may apply as set forth in this section. Such charges will apply in addition to service charges that apply for a change order.

If the requested service date exceeds 60 calendar days following the original service date, and the Company determines that the customer's request can be accommodated, the Company will cancel the original order and apply Cancellation Charges set forth following, and a new order with a new service date will be issued. In this instance, no service charge will apply for the service date change; however, normally applicable service ordering charges will apply to the new order. Failure by the Customer to notify the Company prior to the latest agreed upon service date to request a different service date may result in the application of a premises visit charge.

If a customer is unable to accept service within 30 days after the latest agreed upon service date, the order will either be cancelled or billing will commence as specified in “Cancellation of Order Charge (Cancellation of Application for Service)” following.

SECTION 2: SERVICE CONNECTION CHARGES

CANCELLATION OF ORDER CHARGE (CANCELLATION OF APPLICATION FOR SERVICE)

A customer may cancel an order for the installation of a Private Line service or Design Service at any time prior to notification by the Company that service is available for the customer's use. The cancellation date is the date the Company receives written or verbal notice from the customer that the order is to be canceled. Verbal notice to the Company must be followed by written confirmation within 10 days. If a customer is unable to accept service within 30 calendar days of the latest agreed upon service date and the order has not been cancelled by the customer, the following will apply:

- The order will be cancelled and applicable cancellation charges will apply, if the service has not been fully provisioned, or

- The order will be completed and billing will commence once the service has been fully provisioned.

A service is fully provisioned when all physical CenturyLink work has been completed (i.e. design, installation, and testing), and service is immediately available for use upon customer acceptance or activation.

When a customer cancels an order for the installation of a Private Line service or Design Service, a Cancellation Charge will apply as follows, unless specified otherwise for a specific service:

(1) Installation is considered to have started when the Company incurs any cost in connection therewith or in preparation thereof which would not otherwise have been incurred.

(2) Where the customer cancels an order prior to the start of installation, no charge applies.

(3) Where installation of facilities has been started prior to the cancellation, the charges specified in (a) or (b) following, whichever is lower, shall apply.

(a) A charge equal to the costs incurred in such installation, less estimated net salvage. Such costs include the non-recoverable cost of equipment and material ordered, provided or used, plus the non-recoverable cost of installation and removal including the costs of engineering, labor, supervision, transportation, rights-of-way and other associated costs; or

(b) The minimum period charges for the service.

SECTION 3: MISCELLANEOUS SERVICES AND EQUIPMENT

A. COPY OF BILL

A printed additional copy of regular monthly billing may be provided to customers upon request where such information is available and facilities permit.

A nonrecurring charge applies for each printed copy furnished.

	Residence	Business
Charge per copy	$ 4.00	$ 7.00

B. SATISFACTION GUARANTEE PROGRAM

Customers subscribing to Business Flat Rate Service One-Party, Key/Data Trunk, Centrex/PBX Trunks are eligible for this program. Customers must notify the Company within thirty days after installation of a qualifying service(s), that they are not satisfied and subsequently request disconnection of that service(s). The customer must submit a cancellation notice to the Company via a web-based on-line form within thirty days of the service installation and at least five days before the Company receives a disconnection request form the customer or the customer's new service provider. (The Company will not reimburse the customer for any installation charges passed on by the new service provider.) This offer is not available to customers who cancel service and replace the service with another service provided by the Company, or to customers who required special construction for their installation. This program only applies to services provided under this Guidebook.

When customers respond to this offer, they are eligible to receive a full credit of all nonrecurring charges directly associated with the establishment of the qualifying service(s) and the monthly charges billed for the service(s) through the date of disconnection. Each customer is entitled to a one-time credit per service. Customers will not be assessed an early termination fee or payment of any minimum service period amounts that would otherwise apply for early disconnection. Reimbursement will be issued in the form of a bill credit or check. The benefits awarded under this program may not be combined with the benefits of any other currently available program or promotion.

C. $5/$10 Offers

Existing business customers may be eligible for consecutive bill credits when they contact the Company to inform them that they have received a better priced offer for the same or comparable service(s) from a competitor, or when they contact the Company to disconnect service(s) and agree to retain their service(s) with the Company.

To be eligible, the customer must be subscribed to any business local exchange service and must agree to retain the service(s) for one year after receiving the bill credit. Eligible customers who are subscribed to any local exchange service will receive a $5.00 per line bill credit for six months when they agree to retain their service(s) for a minimum of twelve additional months, or will receive a $5.00 per line bill credit for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten lines.

Eligible customers who are subscribed to any bundled service will receive a $10.00 bill credit per bundle for six months when they agree to retain their bundled service(s) for a minimum of twelve additional months, or will receive a $10.00 bill credit per bundle for twelve months when they agree to retain their service(s) for a minimum of twenty-four additional months. Customers may receive the credits for a maximum of ten bundles.

The credits will begin appearing on customer bills the first month bill following the customer's acceptance of this program. The benefits awarded under this program may not be combined with the benefits of other currently available programs or promotions. If the customer discontinues service(s) prior to the twelve or twenty-four month commitment period, the credits issued under this promotion will be rescinded and charges for the credit amounts will be reflected on the customer's final bill. Customers are also liable for 50% of the remaining monthly recurring charges for the service(s) disconnected.

SECTION 3: MISCELLANEOUS SERVICES AND EQUIPMENT

D. EXTRA DIRECTORY LISTINGS

	Monthly Rate	
Regular Extra Listings in the alphabetical section of the directory, and special types of Extra Listings that are furnished at Regular Listing rates, each	**$5.00**	(I)

E. JOINT USERS

Joint User Service, Including one listing in the directory, is furnished at the following rates for each joint user, per month:

Business Individual Line Service	50% of the Business Individual Line Rate

F. PRIVATE TELEPHONE NUMBERS

1. Rate Application

A monthly rate of **$8.00** applies for each private telephone number except when provided for the following services: (I)

a. Special Reserved Charge Toll Service.
b. Foreign Exchange Service where the subscriber is also furnished Local Exchange Service.
c. Additional service furnished to the same subscriber who has service listed in the telephone directory at the same address.
d. Additional service furnished to the same subscriber who has service listed in the telephone directory at a different address, provided:
   1. The listed service is in the same local exchange, and
   2. Arrangements have been made that calls to the listed number will be answered at all times.
e. To a subscriber living in a hotel, hospital, retirement complex, apartment house, boarding house or club, if the subscriber is listed under the telephone number of the P.B.X. or Centrex service furnished to such establishments.
f. Service which is installed for a temporary period.
g. To Inward Wide Area Telecommunications Service.

G. SEMI-PRIVATE TELEPHONE NUMBERS

1. Rate Application

A monthly rate of **$8.00** applies for each semi-private telephone number with the exception of those services previously listed under F. preceding. (I)

SECTION 3: MISCELLANEOUS SERVICES AND EQUIPMENT

H. BILLED NUMBER SCREENING (BNS)

1. Description

Billed Number Screening (BNS) prohibits collect and/or third number billing calls from being charged to BNS equipped numbers. Callers attempting to place a collect or third number billing calls using a BNS number for billing will be advised by an operator that such billing is unauthorized and the call will not be completed until other payment or billing arrangements are made.

2. Terms and Conditions

a. BNS is subject to the availability of facilities.

b. The prevention of charges for collect and/or third number billed calls, including international calls, requires that the Carrier handling such calls access the Billing Validation Authority (BVA) database and therefore cannot be guaranteed. Therefore, charges resulting from any such completed will be the responsibility of the customer.

c. BNS may be used with other Company toll screening/blocking services (e.g., Toll Restriction, Blocking for 10XXX1+/10XXX011+, etc.).

3. Rates and Charges

a. A Service Order Charge as specified elsewhere in this Guidebook is applicable per main billing number when BNS is installed or changed subsequent to the service with which it is associated or for any change in options. The Service Order Charge is not applicable when BNS is terminated by the customer.

b. BNS Options

1) Incoming Collect Calls Only
2) Third Number Billed Calls Only
3) Incoming Collect and Third Number Billed Calls

	Nonrecurring Charge	Monthly Rate
Residence	–	–
Business	–	–

I. LOCAL MESSAGES

The regular rate of Individual Business line shall apply to teletype machines.

SECTION 3: MISCELLANEOUS SERVICES AND EQUIPMENT

J. MILEAGE CHARGES (1)

Extension or P.B.X. Station Mileage. For extension stations, signals or P.B.X. stations at different locations on the same premises than the building in which the main station or P.B.X. switchboard is located or when such circuits are extended to different premises, the following Mileage Charges apply. These charges cover the additional facilities required and are in addition to the rate specified for the extension or P.B.X. station. Measurements are on route or circuit basis.

	Monthly Rate
Extension or PBX station line, each 1/10 mile or fraction thereof	$1.00

K. PRIVATE LINES (LOCAL)

1. The Telephone Company will furnish and maintain Private Line, where facilities are available and within the Exchange Area, for telephone communication between stations not connected to the exchange switchboard.

2. The following rates apply:

	Monthly Rate
a. For the initial one-half mile of circuit or fraction thereof circuit measurement	$3.30
b. For each additional one-fourth mile of circuit or fraction thereof circuit measurement	0.80

L. DIRECTORY ASSISTANCE SERVICE

1. Terms and Conditions

See CENTURYLINK® LOCAL TERMS OF SERVICE: DIRECTORY ASSISTANCE SERVICES for the terms and conditions for local, long distance and national directory assistance.

2. Rates and Charges

a. Directory Assistance Service Charge, Per Directory Assistance call **$5.99** (I)

b. When the customer requests Directory Assistance by dialing “0” where the customer has the technical capability to direct dial Directory Assistance, the applicable Operator Assistance charge applies in addition to the Directory Assistance Service Charge.

(1) Effective November 1, 2013, new installations of on-premises extensions will be provided as a one-time charge based on time and materials charges. Existing units of record as of November 1, 2013 will continue to be provided and maintained by the Company at the rates and charges listed above.

SECTION 3: MISCELLANEOUS SERVICES AND EQUIPMENT

M. SPECIAL CIRCUITS

1. Local loops used in connection with interexchange facilities for either Private Line Telephone Service, Private Line Teletypewriter Service, Teletypewriter Exchange Service, and Private Line Morse Service will be furnished where facilities are available, at the Business Individual Line Rate.

   a. An installation charge equal to the cost of labor required to install such loops applies to each loop in lieu of a Service Connection Charge. The minimum installation charge will be $10.00.

2. Channels for services not specifically named elsewhere in this Guidebook, and for purposes other than telephonic communication, will be furnished where facilities are available and where in the judgement of the Telephone Company the use to be made of such Channels is not contrary to regulations.

	Monthly Rate
a. Channels for P.B.X. tie lines, or alarm circuits, and like purposes	
one-quarter mile or fraction thereof circuit measurement	$1.00
Each additional one-quarter mile or fraction thereof	$1.00
Minimum Charge	$4.00
b. Channels, for use in connection with interexchange facilities for Radio Broadcasts; channels between pick- up points and a Radio Station or Studio and/or Station and Transmitter, first mile or fraction thereof airline measurement	$4.00
Each additional mile or fraction thereof	$4.00

   Note: If the use to which these channels are to be put requires that they be equalized or balanced, the initial equalization or balancing and future adjustments shall be done by the subscriber, or if done by the Telephone Company, the cost thereof will be billed to the subscriber.

   c. The Telephone Company does not hold itself out to furnish Channels with a transmission level of a better grade than circuits used for normal telephonic communication and will do so only if physically and economically practicable from the Company's standpoint.

   d. The subscriber must agree that the volume of electrical input on such Channels will be maintained at a level sufficiently low so as not to cause interference with other services of the Telephone Company.

   e. An Installation Charge equal to the cost of labor required to install such Channels applies to each Channel in lieu of a Service Connection Charge.

N. RESERVED FOR FUTURE USE

SECTION 3: MISCELLANEOUS SERVICES AND EQUIPMENT

O. SPECIAL REVERSE CHARGE TOLL SERVICE

1. Special reverse Charge Toll Service provides a service whereby a subscriber in one exchange arranges that patrons in one or more other exchanges may call him without charges and without requesting that charges be reversed.

2. The Telephone Company assigns and lists in the directory a special call number designated for the use of patrons in each exchange in which the service is to be furnished. One directory listing for each such exchange is provided without extra charge.

3. Directory listings, in connection with the service, ordinarily will include the name of the subscriber, his business designation, his city, his special number, and the instruction to ask Long Distance for this special number. Where the subscriber so desires, the phrase "No Toll Charge" may also be included.

4. Calls for the special number of designation are accepted only when originated at telephones located in the exchanges to which the special number has been assigned and only those calls to the special number are considered as coming within the scope of the service. Calls for the special number are completed to the designated telephone in the other exchange without, so far as possible, the calling party being aware that the calls are being established to another place.

5. Subscribers to Special Reverse Charge Toll Service must assume all charges for completed calls made to their special numbers. Each completed call made in connection with this special service is charged for at established rate for a completed sent-paid station-to-station call.

	Monthly Rate
The charge, payable in advance, in addition to toll charges, for each exchange in which a Special Reverse Charge Toll Service number is assigned will be based on the legal rate charged by the South Central Bell Telephone Company.	$4.30

P. RESERVED FOR FUTURE USE

Q. RESERVED FOR FUTURE USE

SECTION 3: MISCELLANEOUS SERVICES AND EQUIPMENT

R. TONE DIAL **(a.k.a. TOUCH TONE)**

1. Tone Dial signaling is available in addition to Rotary Dial in connection with Private Line Service including Coin Box. All instruments on a line must be on the same premises or comply with approved procedures for outside extensions as found elsewhere in the Guidebook.

2. Instruments using different dial signaling may not be used on the same line.

3. The following charges are in addition to the basic instrument charges, any applicable charge for telephone service or installation and monthly rates applicable to the class and grade of service furnished.

4. Service Connection Charges as stated elsewhere in this Guidebook, do not apply for the initial establishment of Tone Dial Service.

Rates, Per Line, Per Month

Business	$0.00
Residence	$0.00
Payphone	**$2.50 (1)**

(1) Payphone rate was unchanged when business and residence Tone Dial rates were incorporated into the access line rates specified in Section 22.A on November 15, 2015. Tone Dial rate was not added to the COCOT rate.

SECTION 3: MISCELLANEOUS SERVICES AND EQUIPMENT

S. CALL LINE IDENTIFIER

1. Description

See CENTURYLINK LOCAL TERMS OF SERVICE: CALL LINE IDENTIFIER for applicable terms and conditions.

2. Rates and Charges

Nonrecurring Charge, Per Line	30-Day Period	12-Month Period
Initial	$ 46.00	$ 108.00
Renewal, Each	20.00	41.00

T. LATE PAYMENT CHARGE

A Late Payment Charge that is the greater of **$8.00 or 5% of the unpaid balance** will apply on **the entire** unpaid balance from the prior month's invoice, excluding charges that have been disputed by the customer. The Late Payment Charge will be applied to the total undisputed; unpaid amount carried forward and will be included in the total amount due on the current invoice. This charge will apply to federal and state government customers pursuant to existing statutes applicable to those governmental entities. (I) (T) (T)

U. Facility Relocation Cost Recovery Fee

Effective May 31, 2017, terms, conditions and rates for this fee are located at LOCAL TERMS OF SERVICE FOR FACILITY RELOCATION COST RECOVERY FEE.

SECTION 4: PRIVATE BRANCH EXCHANGE SERVICE

A. GENERAL

1. Installation

Regular Service Connection Charges apply for the installation, inside moves and changes of all stations, station equipment and trunks. If not within the same building, the cost of labor and materials is chargeable.

2. Location of Stations

P.B.X. and P.A.B.X. Stations may be located at any point on the same or other premises of a customer or on the premises of the customer's agents or representatives. Stations located on premises of the customer other than those on which the switchboard is located are offered subject to the availability of circuits and to the requirement that the customer contract for such facilities as are necessary to provide standard operation and transmission.

3. Operating

All operating at the customer's premises is performed at the expense of the customer and must conform with the regulations which the Telephone Company established as necessary in order to maintain a proper standard of service.

4. Tie Lines

Tie Lines to connect two manual switchboards or switching equipment of two dial systems, or to connect a manual board with a dial unit are furnished at the rates specified under Mileage Charges and Service Connection Charges in this Guidebook. When dial systems are involved special terminal equipment is required, the charges for which are shown under Dial Switching Equipment in this Guidebook.

B. RATES

Central Office Trunk Rates, per trunk apply as specified elsewhere.

C. REGULATIONS GOVERNING CHARGES FOR TELEPHONE SERVICE FURNISHED TO HOTEL GUESTS.

1. For messages from telephones connected to the hotel switchboard, the amount to be charged guests shall not be more than the lawfully established toll rates for each toll exchange.

2. If the hotel makes a charge for its service to guests in addition to the charges made for telephone service specified in the preceding paragraph such service charges shall be shown separately from the local and toll message charges on the bill rendered the guest.

D. ARRANGEMENTS FOR NIGHT, SUNDAY AND HOLIDAY SERVICE

Special arrangements may be made to provide central office service for Private Branch Exchange Systems outside of the usual business hours, i.e., at nights, and on Sundays and Holidays; when an attendant is not regularly on duty where special and additional equipment (multiple jack or dial system terminal) and associated wiring is required, a monthly charge based on costs will be made for each number at the central office. This charge does not include the extra listing necessary in the directory.

SECTION 5: FOREIGN EXCHANGE SERVICE

1. REGULATIONS

a. Foreign exchange service is exchange service furnished to a subscriber from an exchange other than the one from which he would normally be served.

b. Foreign exchange service is offered in connection with flat rate individual line main station service and flat rate PBX service only.

c. Other services, equipment or facilities used in connection with foreign exchange service, except as otherwise indicated in this Guidebook, are furnished subject to the rates and regulations applying in the foreign exchange from which the customer is served.

d. Foreign exchange service is furnished subject to the same restrictions as to the use of the service by other than the subscriber and his representatives, as apply in connection with other classes of service.

e. Subscribers to foreign exchange service are not required to subscribe to other service in the exchange from which they would normally be served except where the normal exchange has extended area service with the foreign exchange.

f. When the foreign exchange from which service is requested has more than one exchange and/or central office in its local calling area, the Company shall determine from which of the exchanges and central offices service will be furnished.

Note: When two or more companies are involved in furnishing the service, such determinations may be made only with the consent of the Company which operates the exchange from which the service will be furnished.

g. Allowance for interruption on the interexchange channel is the same as specified for other service as specified elsewhere in this Guidebook.

SECTION 5: FOREIGN EXCHANGE SERVICE

2. RATES

a. The rate for foreign exchange service is the non-recurring and monthly rate for flat rate individual line main station service or PBX flat rate trunk line **for** the serving foreign exchange, plus mileage charges as follows for each circuit:

(1) Where the applicant for foreign exchange service is so located that it would be more economical to the Company to provide the foreign exchange service direct from the foreign exchange to the applicant's location by the extension or utilization of existing plant:

(a) For the distance from the applicant's location to the central office in the foreign exchange from which service is to be furnished a mileage charge of $4.25 per mile or fraction thereof, airline measurement, will apply.

(2) Where the applicant for foreign exchange service is so located that it is not economical for the Company to provide the foreign exchange service direct from the foreign exchange to the applicant's location by the extension or utilization of existing plant:

(a) For the distance between the rate center of the exchange from which the subscriber normally would be served and the rate center of the foreign exchange area from which service is to be furnished a mileage charge of $4.25 per mile or fraction thereof, airline measurement, per month will apply.

(b) Airline distance between rate centers is determined as provided in the AT&T Tennessee General Exchange Guidebook and/or non-regulated price list for Long Distance Message Telecommunications Service.

(3) The local service area of, and long distance rates to and from main stations or PBX systems connected for foreign exchange service are the same as regularly apply to stations located in the foreign exchange area.

SECTION 6: CALLED LINE IDENTIFICATION

GENERAL

1. Requests for Called Line Identification must be made through the proper law enforcement agency. Upon authorization from the law enforcement agency the company will attempt to provide the source of the malicious call.

2. The Company does not guarantee the tracing of any call.

3. The Company will report its findings only to a proper law enforcement agency.

CONDITIONS

1. Call will be traced during normal telephone company business office hours upon availability of central office technicians.

2. Called Line Identification will be provided for a maximum of thirty (30) days, per request.

SECTION 7: CUSTOM CALLING SERVICES

A. GENERAL

Call Waiting
Provides the user, busy on a call, with a private signal which alerts him to an unanswered call waiting to be completed to his number. The user may, then, hold the existing call, answer the incoming call and alternately talk on both calls until one has been terminated.

Call Forwarding
Provides for transferring incoming calls to another telephone number by dialing a code and the telephone number of the service to which calls are to be transferred. Satisfactory transmission levels cannot be assured on calls forwarded outside of the local calling area.

Call Forward No Answer
The feature automatically transfers incoming calls to a predesignated telephone number when the primary line is not answered. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described above.

Call Forward Busy Line
This feature automatically transfers incoming calls to a predesignated telephone number when the primary line is busy. The customer can override the transfer to the predesignated telephone number by activating Call Forwarding as described above.

3-Way Calling
Permits an existing call to be held, and by dialing, a second telephone call can be established and added to the connection. Two toll points may be connected on a 3-Way Calling. Normal transmission performance cannot be assured on all calls.

Speed Call
Provides for the calling of a 7 or 10 digit telephone number by dialing an abbreviated code. The arrangement available has an eight (8-Code) or thirty (30-Code) number capacity.

Direct Line
Provides direct routing of a call to a predetermined telephone number without dialing. In addition, the direct line delay feature allows normal telephone services. The line is programmed to automatically route a call to a predetermined number when the station is off-hook for a specified time period. When the time delay is complete, the programmed number is processed. If a number is dialed during the timing period the programmed number is canceled and the dialed number is processed.

SECTION 7: CUSTOM CALLING SERVICES

A. GENERAL

Distinctive Ring
Enables a customer to add up to three additional directory numbers to the same telephone line. With each of the numbers on the line having a coded ringing arrangement, whom the call is for can be determined.

Call Forward Remote Access
Allows activation and deactivation of Call Forwarding from another telephone served by the same central office. The remote access feature charge is in addition to the charge for Call Forwarding.

Hot Line
Requires the user to place the telephone in an off hook condition. The line is then automatically routed to a predetermined local or long distance number. The Hot Line telephone is a non-dial instrument which restricts it to this application only.

Call Transfer
Allows the customer to transfer calls to another number by entering a transfer access code followed by the transfer-to dialing number. All calls, originating or terminating, can be transferred.

Cancel Call Waiting
Permits the customer to cancel Call Waiting before or during one telephone call. Call Waiting will be restored when the customer hangs up. Cancel Call Waiting is included at no additional charge with Call Waiting.

Home Intercom
Allows a customer to communicate between telephone instruments connected to the same single-party access line. The customer dialing a Home Intercom code and the telephone number hears a busy signal. After hanging up, all telephones on the line ring. When any telephone on the line is picked up, the ringing stops, letting the customer know the call has been answered.

Make Set Busy
Allows customers to make their telephone lines appear busy to all incoming calls.

Wake Up Service
Permits the customer to program a request for a wake up call at a preset time within the next 24 hours. Wake Up Service is activated or deactivated by dialing appropriate codes.

Outbound Call Block Feature
Blocks all outbound dialing with the exception of abbreviated dialing for 911 (Emergency Reporting Services) and 711 (Service for Telecommunications Relay Services). In addition, all pay-per-use features are blocked. All other Custom Calling Service features and Advanced Calling Services features are prohibited with the use of this feature and lines equipped with this feature will not have a directory listing. This feature is subject to the availability of facilities and is only available to flat rate business and residence 1-Party Basic Local Exchange Access Line customers.

SECTION 7: CUSTOM CALLING SERVICES (Cont'd)

B. RATES

These charges are in addition to regular charges for class of service furnished.

Available Features	Monthly Rate [1] Per C.O. Line Equipped
1. Call Waiting	$3.50
2. Call Forwarding	$3.50
3. Call Forward No Answer [2]	$2.00
4. Call Forward Busy [2]	$2.00
5. 3-Way Calling	$3.50
6. Speed Call 8	$2.00
7. Speed Call 30	$3.00
8. Direct Line	$2.00
9. Distinctive Ring	$2.00
10. Call Forward Remote Access	$1.00
11. Hot Line	$1.50
12. Call Transfer	$5.00
13. Cancel Call Waiting (Included with Call Waiting)	$0.00
14. Home Intercom	$5.00
15. Make Set Busy	$1.50
16. Wake Up Service	$4.00
17. Outbound Call Block Feature	$5.00

Usage-Sensitive Features [3] [4] [5]	Per Use Charge
1. Call Forward Remote Access	**$1.25**
2. Call Forwarding	**$1.25**
3. 3-Way Calling	**$1.25**

[1] A reduction of $0.25 per feature, per month, applies when two or more custom calling features are provided on the same line. An open enrollment period will take place through June 5, 2002, after which this reduction will be grandfathered and not available to new customers.

[2] A Service Ordering Charge will apply when a customer requests programming or changing the predesignated telephone number for Call Forward No Answer or Call Forward Busy. If the programming or change is done in connection with an additional customer request that requires a Service Ordering Charge only one Service Ordering Charge applies.

[3] Multi-feature discounts do not apply to Usage Sensitive Service.

[4] Monthly Rate per access line does not apply to Usage Sensitive Service. The per use charge is applied each time the Usage Sensitive feature is activated by a subscriber. Usage Sensitive 3-Way Calling requires completion and bridging of second call.

[5] Access to per use capability can be restricted at the customer's request at no charge.

SECTION 8: DIRECT INWARD DIALING (DID) SERVICE

RATES AND CHARGES

		Nonrecurring Charge	Monthly Rate	Termination Charge
(a)	Group of 20 Working or Reserved DID Numbers *, Each	$480.00	$3.40	
(b)	DID One-way Inward Trunk Terminated in Central Office, each	$50.00	$26.00	$950.00 (each trunk)
	Less adjustment, pursuant to 67-6-222	---		
	Billed Amount:		$26.00	

* The Nonrecurring Charge applies to the first group of DID numbers assigned to a customer per occasion. These rates and charges are applicable in addition to the rates and charges for the provision of PBX trunks and the associated equipment and services.

SECTION 9: COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER - PROVIDED PUBLIC TELEPHONES

1. General

Access Line Service for customer-provided public telephones is an exchange line service provided at the request of a subscriber for telecommunications use by the general public. Beginning July 1, 1990, all COCOT owners will be required to register with the PSC, and receive and authorization number in accordance with Statutory Authority TCA 65-4-116 and TCA 65-2-102. This authorization number must be listed on all COCOTS. Service will not be provided to a COCOT owner without an authorization letter from the Tennessee Regulatory Authority.

Access Line Service for Customer-Provided Public Telephones

2. Rates and Charges

A. Access line service for customer-provided public telephones is provided on a usage rate basis where facilities are available, otherwise, the service will be provided at the rate specified in the Local Exchange Service section of this Guidebook.

1. Fixed Rate Service Monthly Charges Per Access Line (Where Measured Service is Not Available)

	Monthly Rate
(a) Access Line Basic rate, each	The monthly access line rate is specified in the Local Exchange Service section of this Guidebook
(b) Optional Operator Screening is offered to prevent operator assisted calls from being billed to the line and provides central office blocking of 011+ calls direct distance dialed to numbers outside the North American Numbering Plan. This feature is offered subject to the availability of facilities	$0.00 per access line
(c) Coin Supervision/Transmission-COPT optional Coin Supervision/Transmission provides dial tone first with inbound signaling capability from the central office for pay telephones that do not have signaling capability within the telephone. The signaling capability provides operators and/or operator systems coin control where facilities and operating conditions exist.	$1.67 per access line

(d) Validation may be performed through Originating-Line Screening (OLS). OLS enables operator service providers to determine whether there are billing restrictions on the exchange access line from which the call originates, OLS service delivers codes on operator exchange access line from which a call originates, OLS service delivers codes on operator assisted calls to identify calls from privately owned payphones, inmate locations, and hotel/motels, etc. Rates for this service are found in the appropriate interstate access tariff, when facilities and service are available. The customer has the option to request Selective Class of Call Screening and/or OLS.

SECTION 9: COIN TELEPHONE SERVICE

ACCESS LINE SERVICE FOR CUSTOMER-PROVIDED PUBLIC TELEPHONES

2. Rates and Charges (Cont'd)

A. (Cont'd)

2. Service charges are applied on the same basis as for individual line business service covered in this Guidebook.

3. At the request of the subscriber, Pushbutton Calling Service may be provided as covered in this Guidebook.

4. **The** Maintenance of Service **charge (a.k.a. Trouble Isolation Charge) is found in Section 2 of** this Guidebook.

5. Other rates and regulations in this Guidebook not discussed herein that pertain to Business Service apply.

6. Directory listings in connection with two-way public telephone access lines are furnished under the same rates and regulations as other business service. Listings are not available for outward coinless public telephone access lines.

Note: Fixed Rate Service will be converted to Usage Rate Service as it becomes available at no charge to the subscriber.

SECTION 10: BLOCKING SERVICES

TOLL RESTRICTION

1. Regulations

   A. Toll Restriction provides the means to deny access to the Long Distance Telecommunications Network as well as operator services. This service may be provided on an individual-line or PBX-trunk basis. It is available only where facilities permit.

   B. This service is subject to regulations as defined in this and other sections of the Guidebook. . It prevents a station from dialing the Long Distance Network for all purposes, including emergencies and Directory Assistance. The customer indemnifies and saves harmless the Telephone Company from any and all claims, losses or damages caused by this denial.

900 and 976 BLOCKING SERVICE

Currently offered in the exchange of New Tazewell and Sharps Chapel.

1. Regulations

   A. 900 and 976 Blocking Service enables customers to restrict 900 and 976 outgoing calls from being placed over their exchange lines.

   B. 900 and 976 Blocking is furnished only from central offices equipped to provide this service and where facilities permit.

   C. 900 and 976 Blocking will be provided at no monthly charge to residence subscribers and business subscribers.

   D. Installation charges shall not apply for the connection of 900 and 976 Blocking Service to residence and business.

   E. The Telephone Company will notify its subscribers of the service offering as it becomes available in each exchange.

INTERNATIONAL BLOCKING

The Company will provide, without charge, blocking services to subscribers that will prevent calls to international numbers.

SECTION 11: ADVANCED CALLING SERVICES

1. GENERAL

   A. Advanced Calling Services are a group of capabilities that use industry-standard protocols to efficiently manage call flow. This is accomplished by the central office deployment of a technology which routes the calling party's telephone number from the central office originating the call to the terminating central office serving the called party. That telephone number is held in network memory giving the called number, answering the call and calling back the originator.

   B. Advanced Calling Services can be provided on a stand alone basis or as an enhancement to existing custom calling features to residential and business customers in central office switches having the generic capability to offer Advanced Calling Services.

2. REGULATIONS AND CONDITIONS

   A. Advanced Calling Services Features are provided subject to the availability of facilities. These features will operate only on calls originating and terminating within an Advanced Calling Service office, or similarly equipped offices of interconnecting local telephone companies.

   B. Advanced Calling Service Features will be offered on a subscription basis only, except for Call Trace which will be billed on a per-successful-activation basis, and Per-Call Blocking, which is provided to all customers free of charge.

   C. Advanced Calling Services will be available to single party and multi-line residence and business customers having rotary dial or touch tone service.

   D. Advanced Calling Service information will not be sent for calls originating from equipment not suitably equipped for Advanced Calling Service features.

   E. To activate a feature, the subscriber must dial a company designated code (except caller ID).

   F. Busy Redial*66 and Call Return*69 features cannot be activated for numbers with an 800 or 900 prefix, or PBX station lines not equipped with Direct Inward Dial Service.

   G. Caller ID is available for multi-line customers equipped with hunting arrangements and all lines in the hunt group must be provisioned with Caller ID.

   H. Caller ID is not available on operator handled calls.

   I. Call Trace*57 will be based on the standard annoyance call procedure, and its use will conform with existing regulations concerning how to deal with annoying and harassing calls. Call Trace*57 will not replace existing procedures. Customers will not be provided with the traced number. The results of a customer originated trace will only be released to legally constituted authorities upon proper request by them.

   J. Advanced Calling Service features will not be available on party line service, toll terminals, trunks or some remote switching locations.

SECTION 11: ADVANCED CALLING SERVICES

2. REGULATIONS AND CONDITIONS (Cont'd)

K. A Service Order Charge, as listed elsewhere in this Guidebook, to add Advanced Calling Services to eligible Residence or Business network access lines is waived for a period of 60 days after a central office is equipped to provide Advanced Calling Services.

L. The Company's liability arising out of the provision of any Advanced Calling Service Feature, including, but not limited to the delivery or non-delivery of calling numbers, is limited as stated elsewhere in this Guidebook.

M. No service or network element will be provided to telephone solicitors that would block, on a per line basis, the display of the solicitor's name and telephone number on the residential customers Caller ID Equipment.

3. DEFINITIONS

A. Busy Redial*66

1. When activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed.

2. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle, the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically.

B. Call Return*69

1. This feature enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or number known. The customer can then a dial a code to request the network to place the call.

2. If the called line is not busy, the call is placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If during the queuing process the called line becomes idle the customer is notified, via a distinctive ring, that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically.

SECTION 11: ADVANCED CALLING SERVICES

3. DEFINITIONS (Cont'd)

C. Caller ID

1. Caller ID Number Only

a) This feature enables the customer to receive the calling directory number on incoming calls. The calling number will be delivered to the called party's Customer Premises Equipment (CPE).

b) When Caller ID is activated on the customer's line, the Directory Number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.

c) If the incoming call is from a caller served by a PBX, only the main number of the PBX is transmitted and available for display.

d) If the incoming call originates from a multi-line hunt group, the telephone number transmitted will always be the main number of the hunt group.

e) A directory number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, or calls originating from coin and party line stations.

f) An originating caller's calling directory number may not be displayed at the called party under the following conditions:

(1) The calling party's number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will not be displayed. The called party on the second incoming call will receive a call waiting tone.

(2) The calling party's number will not be displayed if the called party answers the incoming call during the first ring interval.

(3) The calling party's number will not be displayed if the calling party has blocked his call or has a blocked line.

SECTION 11: ADVANCED CALLING SERVICES

3. DEFINITIONS (Cont'd)

C. Caller ID (Cont'd)

2. Caller ID

a) This feature enables the customer to receive the calling party name and number on incoming calls. The calling party name and number will be delivered to the called party's Customer Premises Equipment (CPE).

b) When Caller ID is activated on a customer's line, the Directory Name and Number of an incoming call will be sent to the display of the CPE during the first long silent interval of the ringing.

c) If the incoming call is from a caller served by a PBX, only the main name and number of the PBX is transmitted and available for display.

d) If the incoming call originates from a multi-line hunt group, the telephone name and number transmitted will always be the main name and number of the hunt group.

e) A directory name and number will not be displayed for operator assisted calls, out of area calls, calls marked private by the originator, or calls originating from coin and party line stations.

f) An originating caller's calling directory name and number may not be displayed at the called party under the following conditions:

(1) The calling party's name and number will not be displayed if the called party is off-hook. The called party must be on-hook to receive the caller's data. If the customer subscribes to both Call Waiting and Caller ID, and is on an existing call, a second incoming call will receive a call waiting tone.

(2) The calling party's name and number will not display if the called party answers the incoming call during the first ring interval.

(3) The calling party's name and number will not be displayed if the calling party has a blocked line.

g) Caller ID will be offered only in conjunction with Caller ID Number Only.

3. Anonymous Call Reject*77 (ACR) - Permits the customer with or without Calling Number Delivery to automatically reject calls marked "anonymous" from callers who block their number/name, either through the use of per-call blocking or per line blocking. The customer must provide and connect their own compatible customer premises equipment (CPE) in order to reject these calls. If the customer activated ACR by dialing *77 from a touch tone telephone or 1177 from a rotary telephone, the rejected call is automatically routed to an announcement and disconnected. The called party receives no ringing for this call. Only calls for which the number/name has been intentionally blocked are rejected. The customer deactivates by dialing *87 from a touch tone telephone or 1187 from a rotary telephone.

SECTION 11: ADVANCED CALLING SERVICES

3. DEFINITIONS (Cont'd)

D. Call Trace*57

1. This feature enables the customer to initiate an automatic trace of the last call received.

2. Upon activation by the customer, the network automatically sends a message to CenturyTel of Claiborne, Inc. (never the customer) indicating the calling and caller numbers, the time the call was received, and the time the trace was activated. The customer using this feature is required to contact the local telephone company business office for further action. Under no circumstances will the customer be given the traced number. The results of a trace will be furnished only to legally constituted authorities upon proper request by them.

3. This feature will not work if the incoming call is from a telephone number in a multi-line hunt group, unless the telephone number is the main telephone number in the hunt group. A traced call from a multi-line hunt group will result in the main billing number being recorded, rather than the directory number of the individual group member.

4. If the customer receives another call after hanging up from the annoying call, prior to activating the trace, Call Trace*57 will not record the correct number.

5, Call Trace*57 provided the directory number of the last incoming call. If the malicious call is interrupted by a waited call prior to trace activation, the waited call directory number is considered the last incoming call and is traced.

6. One -Time Forgiveness of Charges

(a) The Company shall offer a one-time forgiveness of charges associated with Call Trace*57 in the event the service is activated either unintentionally or inadvertently or by someone in the household without the authority to activate such service.

(b) The one-time forgiveness of charges will not apply if the customer activating the service elects to contact police concerning the traced call/calls.

E. Per-Call Blocking

1. This feature enables the customer to prevent delivery of their name and telephone number on a per-call basis by activating the appropriate code prior to placing a call.

2. Free Per-Call Blocking will be available, if technically feasible, to customers who are served from appropriately equipped central offices.

Per-Call Blocking is not available with Public Telephone **Service, or PBX** Service without direct trunk access. (D)

F. Call Pickup

1. This feature enables a customer with multi-line business or residential services to answer the other line by dialing a Call Pickup access code and taking the call from a more convenient location.

SECTION 11: ADVANCED CALLING SERVICES

3. DEFINITIONS (Cont'd

G. Call Waiting Disposition (DSCWID)

1. Call Waiting Disposition, also called Deluxe Spontaneous Call Waiting Identification (DSCWID), when added to an access line that also has Call Waiting and Caller ID, provides the customer with disposition options for incoming calls:

if the line is available, the call rings through as usual;

if the customer's telephone is on-hook, the incoming caller's name and/or directory r display(s);

if the customer is on a call, a second incoming call will not display name and/or directory n the calling party hears an audible ring and the called party hears a call waiting tome signa

Also, the calling party's name and number will not display if:

the calling party answers the telephone during the first ring;

the calling party has blocked the call or has a blocked line.

The charge for Call Waiting Disposition is in addition to charges for Call Waiting and Caller

H. Call Waiting ID (SCWID)

1. Call Waiting ID, also called Spontaneous Call Waiting Identification (SCWID), when added to an access line that also has Call Waiting and Caller ID, allows the customer to view the name and/or directory number of a waiting call. The display appears between the first and second tones alerting the customer that another call is coming in. The charge for Call Waiting ID is in addition to charges for Call Waiting and Caller ID.

I. VIP Alert

1. Allows a customer to program up to thirty-one (31) directory numbers with a distinctive tone or ring to alert the customer of an incoming call from those numbers. The customer can modify the list by activating or deactivating numbers. VIP Alert functions if the telephone receiver is on-hook or off.

J. Long Distance Alert

1. Provides a distinctive ring if the receiver is on-hook to identify that the incoming call is long distance. Long Distance Alert delivers a distinctive tone if the receiver is off-hook and the customer also subscribes to Call Waiting.

K. Selective Call Accept*64

1. Permits the customer to screen incoming calls by creating a list of up to twelve (12) directory numbers from which the customer will accept calls. Calls from all directory numbers not on the list route to a rejection announcement. Selective Call Accept*64 is activated or deactivated by dialing appropriate codes.

SECTION 11: ADVANCED CALLING SERVICES

3. DEFINITIONS (Cont'd

L. Selective Call Forward*63

1. Permits the customer to call forward up to twelve (12) directory numbers to another telephone number. Only calls from the numbers on the Selective Call Forwarding list will forward. Selective Call Forward*63 is activated or deactivated by dialing appropriate codes.

If the customer forwards to a long distance number, applicable toll charges apply for each completed call.

M. Selective Call Rejection*60

1. Permits the customer to select a list of up to twelve (12) directory numbers from which calls are to be rejected. Calls from all directory numbers on the list route to a rejection announcement. Selective Call Rejection*60 is activated or deactivated by dialing appropriate codes.

Standard call completion will occur if a call originates from a central office that is not equipped for such features.

N. Subscriber Activated Blocking/PIN

1. Permits the customer to block certain types of calls. When activated, all calls made from that line are screened. If a call is made to a restricted number, the caller is routed to a recorded message. The customer may enter a Personal Identification Number (PIN) to override blocked status to continue the call. Subscriber Activated Blocking/PIN is activated or deactivated by dialing appropriate codes.

O. Privacy Protector

1. Privacy Protector works to intercept unidentified callers. Calls that can be identified by Caller ID are connected as normal calls. Calls that cannot be identified are intercepted and routed to an announcement, which states that the called number does not accept calls from telemarketers. Callers pressing 1 will have the call completed to the called number. The Privacy Protector feature can be activated and deactivated by the subscriber. This feature requires that the subscriber must be also subscribed to Caller ID.

4. RATES AND CHARGES

A. The rates and charges following are for Advanced Calling Service only and are in addition to the applicable service connection charges, monthly rates, and non-recurring charges for access lines and other services or equipment with which they are associated.

B. Local or Message Toll Service calls established by using Busy Redial*66 and Call Return*69 will be charged at the current rates specified elsewhere in this Guidebook.

C. A Service Order charge is applicable when adding Advanced Calling Services as stated in that section of this Guidebook.

SECTION 11: ADVANCED CALLING SERVICES

4. RATES AND CHARGES (Cont'd)

Advanced Calling Services	Rates Per Month Residence	Rates Per Month Business
Anonymous Call Reject*77	$1.50	$1.50
Busy Redial*66	$3.00	$3.50
Call Pickup	$3.50	$3.50
Call Return*69	$3.00	$3.50
Call Trace*57 (per activation)	$6.50 ($26.00 monthly cap)	$6.60 ($26.00 monthly cap)
Call Waiting Disposition (DSCWID)	$3.00	$3.00
Call Waiting ID (SCWID)	$1.00	$1.00
Caller ID	$7.00	$8.00
Caller ID Number Only (3)	$5.00	$5.50
Long Distance Alert	$3.00	$3.00
Selective Call Accept*64	$3.00	$3.00
Selective Call Forward*63	$3.00	$3.00
Selective Call Rejection*60	$3.00	$3.00
Subscriber Activated Blocking/PIN	$2.50	$2.50
VIP Alert	$3.00	$3.00
Privacy Protector	$2.95	$3.95

Usage Sensitive Features	Per Use Charge
Busy Redial*66 +	**$1.25**
Call Return*69 +	$1.25

\+ Monthly Rate per access line not required. Usage Sensitive requires completion and bridging of second call.

5. MULTIPLE FEATURE DISCOUNTS (1)

A. Residence customer will receive a multiple features discount when subscribing to two or more features. (2)

	Monthly Discount
Two features	$0.75
Three or more features	$1.25

(1) An open enrollment period will take place through June 5, 2002, after which this reduction will be grandfathered and not available to new customers.
(2) Multiple Feature Discounts do not apply to usage sensitive services.
(3) An open enrollment period will take place through December 26, 2003, after which this service will be grandfathered and not available to new customers.

SECTION 12: TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

1. DESCRIPTION OF THE SERVICE

The TSP System is a service that provides for the priority provisioning and/or restoration of National Security Emergency Preparedness (NSEP) telecommunications services. The TSP System applies only to NSEP services, includes local exchange service, Foreign Exchange Service, and Private Line Service and Channels, and provides the Telephone Company with a guide to the sequence in which services are to be provisioned and/or restored.

All facilities that can be identified by a unique circuit identifier can be provisioned for TSP service by the Telephone Company.

2. OBTAINING TSP SYSTEM SERVICE

The Executive Office of the President through the TSP Program Office, is empowered with the authority to receive, evaluate and process requests for TSP services. The TSP Program Office makes the priority level assignments and issues the TSP authorization code reflecting the priority assignment associated with a request. The customer provides the TSP authorization code, in addition to all the other details necessary to complete the order to the Telephone Company to obtain TSP System service.

The TSP authorization code, assigned on a per order basis, consists of a 12-character field consisting of a nine-character control ID followed by a dash and a two-character field specifying the priority level assignment. Its structure is as follows:

TSPxxxxxn-yy

The "x"s represent a sequence of numbers unique to each TSP authorization code and the "n" is a one character alphanumeric check digit. The first "y" contains the provisioning priority level assignment and the second "y" contains the restoration priority level assignment.

3. PROVISIONING PRIORITY

If the customer requires service within a shorter time interval than the Telephone Company can provide, and the requested service qualifies for TSP, the customer may elect to invoke National Security Emergency Preparedness (NSEP) Treatment and obtain the appropriate provisioning priority assignment from the TSP Program Office. Acceptable assignment code values are: E, 1, 2, 3, 4, 5 and 0.

The assignment of the value "E" denotes Emergency Provisioning and implies the service has the most critical provisioning requirements and the Telephone Company will respond accordingly. The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

SECTION 12: TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

3. PROVISIONING PRIORITY (Cont'd)

The assignment values of 1, 2, 3, 4 and 5 are treated as essential service priorities and the Telephone Company will adjust its available resources to meet the customer's requested due date. The value "0" implies no provisioning priority.

4. RESTORATION PRIORITY

A TSP authorization code for restoration priority classifies the service as being among the nation's most important NSEP telecommunications services. The Telephone Company will restore these services before services without restoration priority assignments in the order of priority assignments. Acceptable values are: 1, 2, 3, 4, 5 or 0 with the value "1" being the highest priority.

When the Telephone Company recognizes a TSP as being out of service, unusable or receives a trouble report, available resources will be dispatched to restore the service as quickly as practicable. A priority value of 1, 2, or 3 requires dispatch outside normal business hours if necessary to restore the service. A priority value of 4 or 5 only requires dispatch outside of normal business hours if the next business day is more than 24 hours away. If the value "0" has been assigned, then no restoration priority is applicable to this service.

The minimum period for service is one month.

5. OBLIGATIONS OF THE CUSTOMER

In all instances, the customer is responsible for obtaining the appropriate TSP authorization code and providing that code to the Telephone Company.

The TSP System service customer must also be the customer for the facilities with which TSP service is associated. Only the customer is allowed to order TSP System service.

All points of a multipoint service configuration must have the same restoration priority assignment and must satisfy the requirements of that assignment. In obtaining TSP System service, the customer consents to the release of certain information by the Telephone Company to the federal government in order to maintain and administer the TSP System. Such information includes: the customer's name, telephone number and mailing address, the TSP authorization code and the circuit or service ID number associated with the National Security Emergency Preparedness (NSEP) service.

SECTION 12: TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

5. OBLIGATIONS OF THE CUSTOMER (Cont'd)

When a customer invokes TSP Treatment, the Telephone Company will attempt to notify the customer of expected charges. However, the customer when invoking TSP Treatment must recognize that quoting charges beforehand may not be practicable. Therefore, the customer grants the Telephone Company the right to quote and bill charges after the provisioning of the service.

During certain emergencies, the customer may request TSP assignments verbally and the Telephone Company will accept such verbal notification. The customer must submit a written order to the Telephone Company within two working days following the verbal request. If the written order is not received within two working days, all applicable rates and charges accumulated to date to provision TSP System service, become immediately due and payable and the requested TSP priority is revoked.

The customer must request and justify revalidation of all priority level assignments at least every two years as required by the TSP Program Office.

Additionally, the NCS Manual 3-1-1, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (NSEP) Service User Manual", dated May 5, 2000 prescribes specific conditions which warrant TSP Treatment and related procedures.

6. OBLIGATIONS OF THE TELEPHONE COMPANY

The Telephone Company will allocate resources to ensure best efforts to provide National Security Emergency Preparedness (NSEP) services by the time required.

The Telephone Company will work TSP System services in the order of their priority level assignments. The priority sequence is as follows:

- Restore TSP services assigned restoration priority 1
- Provision TSP services assigned restoration priority E
- Restore TSP services assigned restoration priority 2, 3, 4 or 5 and
- Provision TSP services assigned provisioning priority 1, 2, 3, 4 or 5.

The Telephone Company will work cooperatively with other providers of TSP service when only a portion is provided by the Telephone Company to ensure "end-to-end" service.

Additionally, TSP System service will be provided in accordance with the guidelines set forth in NCS Handbook 3-1-2, "Telecommunications Service Priority (TSP) System for National Security Emergency Preparedness (TSP) Service Vendor Handbook" dated December 10, 2000.

SECTION 12: TELECOMMUNICATIONS SERVICE PRIORITY (TSP) SYSTEM

7. RATES AND CHARGES

The following rates and charges are in addition to all other rates and charges that may apply for services offered under this Guidebook which operate in conjunction with the TSP System.

a. Establishment of TSP System Service

The establishment of TSP System service charge is a nonrecurring charge (NRC) which applies when an access line and/or circuit is ordered. If both (provisioning and restoration) are ordered at the same time, only one NRC is applicable. The NRC is also applicable for orders changing priority levels. There is no charge to remove a TSP assignment.

	Nonrecurring Charge
Per Access Line/Circuit	$15.00

b. Provisioning Priority

There are two basic levels of priority provisioning, Emergency (provisioning priority "E") and Essential (provisioning priority 1, 2, 3, 4 or 5).

i. Emergency Provisioning

The Telephone Company will take immediate action to provide the requested service at the earliest possible date.

ii. Essential Provisioning

The Telephone Company will adjust its available resources to meet the customer's requested due date.

c. Restoration Priority

Restoration Priority is a monthly rate per access line and/or circuit for the ongoing administration and maintenance of the TSP System. This monthly rate only applies for all restoration circuits or lines.

	Monthly Rate
Per Access Line/Circuit	$5.00

SECTION 13: SWITCHED DATA SERVICE

1. GENERAL

A. Switched Data Service is a usage-sensitive, digital, central office switched service designed to provide access connectivity for data transport to users who do not require full time point-to-point dedicated services. This service provides for a connection capable of up to 64 Kbps digital transmission between the subscriber location and a suitably equipped end office via two wire subscriber loops. Switched Data Service provides a synchronous data access at speeds from 300 bps through 19.2 kbps and synchronous data access at speeds from 1200 bps through 64 kbps. The availability of all data transmission speeds up to 64 kbps depends on the technical limitations of the network and serving central office.

B. This service permits direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received through direct dialing into the Switched Data Service access line.

C. This service is not provided for the transmission of voice communications. Use of the service is limited to the transmission of data through digital signals.

2. REGULATIONS

A. Switched Data Service is provided subject to the availability of properly equipped facilities and central offices.

B. The Company is under no obligation to provide Switched Data Service access at a distance from the central office that exceeds the technical limitations of the service.

C. The Company shall not be responsible if changes in any of its equipment, operations or procedures utilized in the provision of Switched Data Service render any facilities provided by a customer obsolete or require modification or alteration of such equipment or system or otherwise affect its use or performance. In such instance and when known in advance, the Company will notify customers of such changes.

D. Switched Data Service is not available for resale.

E. Switched Data Service is offered on a tone signaling basis only.

F. Vacation Service is not available for Switched Data Service.

G. The minimum billing period for Switched Data Service is one month.

H. Charges for Switched Data Service do not include equipment or other facilities which may be required at the customer premise and which must be compatible with company facilities.

SECTION 13: SWITCHED DATA SERVICE

3. RATES AND CHARGES

A. Service Connection Charges

In addition to the Line Connection Charge found below, a Service Order Charge as specified elsewhere in this Guidebook applies.

Line Connection Charge	$40.00

B. Monthly Rates

	Rate per line
Switched Data Line	$45.00
Less adjustment, pursuant to 67-6-222	---
Billed Amount:	$45.00
Local Usage per minute	$0.024

C. Toll calls placed by the Switched Data Service line will be billed the appropriate message telecommunications service charges.

D. Where Advanced Digital Service is not available, discounts will apply to schools (grades K-12 and vocational) such that Switched Data Service will be provided at the following rates:

Line Connection Charge	Not Applicable
Switched Data Line, per month	$30.00
Local Usage per minute	Not applicable

SECTION 14: CENTREX SERVICE

A. GENERAL

1. Centrex is a Central Office-based, flat rate, business communications service which provides capabilities similar to those offered on a Private Branch Exchange, but without requiring switching equipment on the customer's premises. Centrex integrates all of a business/residence customer's lines into a single telecommunication system.

2. Centrex is a local exchange telecommunication service provided from suitably equipped Telephone Company Central Offices with available outside plant.

3. Centrex permits the direct dialing between lines connected to the service and the direct dialing of outgoing calls. Incoming calls are received by direct inward dialing from the calling party to the station line or through an attendant console.

4. Network Access Registers (NARS) provide outgoing access to local exchange, long distance and private networks.

5. The number of simultaneous exchange and toll network calls to and from Centrex stations is limited by the number of Network Access Registers ordered by the customer.

6. All Centrex station lines will be equipped with standard features, as set forth in paragraph B.2.a and Touchtone service. Additional optional features may also be selected and generally result in additional charges as specified in paragraph B.2.4 through B.2.7.

7. A Centrex System may be comprised of the following rate components:

   a. Network Access Registers (NARS)
   b. Centrex Station Lines
   c. Features

SECTION 14: CENTREX SERVICE

B. RATES AND CHARGES

		Monthly
1.	Network Access Register	$45.00
	Less adjustment, pursuant to 67-6-222	--
	Billed Amount:	$45.00

2. Centrex Station Line Rates

The monthly rate for Centrex lines specified in paragraph B.1.b below include the following standard features:

(1) Business Group Automatic Identified Outward Dialing
(2) Call Forward Busy Line
(3) Call Forward Don't Answer
(4) Call Forward Variable
(5) Call Forward Incoming Only
(6) Call Forward Within Group Only
(7) Call Forwarding Distinctive Ringing
(8) Call Hold
(9) Call Park
(10) Call Pickup
(11) Call Transfer
(12) Call Transfer Return
(13) Direct Dialing
(14) Direct Outward Dialing
(15) Distinctive Alerting
(16) DTMF Signaling
(17) Fully Restricted Line
(18) Hunting
    a. Regular Hunting
    b. Circle Hunting
    c. Enhanced Hunt Service
    d. Preferential Hunting
    e. Series Completion
(19) Intercom Dialing
(20) Semi-Restricted Line
(21) Speed Call 8
(22) Three-Way Calling
(23) Toll Restriction
(24) Visual/Audible Message Waiting

SECTION 14: CENTREX SERVICE

B. RATES AND CHARGES (Cont'd)

2. Centrex Station Line Rates (Cont'd)

b. The following per-line business rates and charges apply for contract periods ranging from month-to-month to 60 months. Residence rates are only offered on a per line monthly basis. The customer is required to pay for the number of months in the service period selected:

RATE SCHEDULE

Business Rate Per Line

Number of Lines	Monthly Rate*	24 Months*	36 Months*	48 Months*	60 Months*
2-3	$17.00	$16.75	$16.50	$16.25	$16.00
4-6	$16.50	$16.25	$16.00	$15.75	$15.50
7-10	$16.00	$15.75	$15.50	$15.25	$15.00
11-20	$15.50	$15.25	$15.00	$14.75	$14.50
21-50	$15.00	$14.75	$14.50	$14.25	$14.00
Over 50	Telecommunications Utility Individual Contract				

Service Establishment Charges

	Nonrecurring Charges
Per System	$50.00
Per Line	$10.00

c. Centrex lines that terminate in key system common equipment or other CPE that performs pooling or switching functions must be provided in a "squared" arrangement in order to retain Centrex published rates. A "squared" arrangement is one in which the number of Centrex lines equals the number of station/lines served by the key system common equipment and/or the CPE switching/pooling equipment. If the number of stations served by the CPE common equipment and/or switching equipment exceed the number of Centrex lines, the Centrex lines will be rated at the appropriate Key Trunk or PNX Trunk rates plus $6.00 per trunk for the additional Centrex functionality.

d. The above rates and non-recurring charges are in addition to the applicable service ordering charge as provided elsewhere in this Guidebook.

3. End User Common Line Charge (EUCL)

a. The FCC End User Common Line Charge (EUCL) will be assessed based upon the total number of Centrex lines to which the customer subscribes. This amount will be collected by the Telephone Company and forwarded to the National Exchange Carrier Association.

* Rates listed have been adjusted by $ .0 pursuant to 67-6-222.

SECTION 14: CENTREX SERVICE

B. RATES AND CHARGES (Cont'd)

4. Individual Station Features

a. Chargeable Individual Station Features

The following features may be activated on an individual per line basis dependent on the customer's requirements.

The monthly rates shown below apply to the following individual station features:

(1) Call Waiting/ Cancel Call Waiting
(2) Direct Call Pick-Up
(3) Direct Connect Service
  (a) Manual Line Service
  (b) Warm Line
(4) Do Not Disturb
(5) Night Service
(6) Speed Calling 30
(7) Voice/Data Protection

Individual features per line/station	$.50 per feature
Three to four features per line/station	$.40 per feature
Five or more features per line/station	$.30 per feature

b. Additions and Changes to Individual Station Features

Feature Additions/Changes Per Station	$8.00 Nonrecurring

5. Features Associated With Groups of Lines

a. Code Restriction Features:
(1) Code Restriction
(2) Outgoing Call Screening

Per List	$4.50 per month
Per Line Using List	$ .50 per month
Changes to Toll/Code/ Outgoing Call Screening Lists	$12.00 Nonrecurring

b. Business Group Dialing Plan

Standard Dialing Plan	No Charge
Customized Dialing Plan	$80.00 Nonrecurring

c. Special Intercept Announcement

Standard Announcement	$24.00 per month
Customer Worded Announcement	$96.00 per month
Announcement Trunk	$24.00 per month
Changes to Customer Worded Announcement	$60.00 Nonrecurring

d. Paging Access

Per Paging Circuit	$20.00 per month

e. Music On Hold Access

Per Connection	$20.00 per month

f. Simplified Message Desk Interface (SMDI) $105.00 per month
SMDI Non-recurring $170.00 Nonrecurring

Note: Service Order Charges as specified elsewhere apply for the connection of the services listed above unless ordered at the time initial service is established.

SECTION 14: CENTREX SERVICE

B. RATES AND CHARGES (Cont'd)

5. Features Associated With Groups of Lines (Cont'd)

g.	Authorization Codes	$2.00 per month
	Per group of 20	$60.00 Non-recurring

(D)

6. Enhanced Hunt Service (D)

a. Changes to Hunting Group Arrangements/ Patterns (T)

Additional Lines/Changes Hunting Order	$12.00 Nonrecurring

b. Group Hunt Options

(1)	Queueing for Hunt Group	$20.00 per month
(2)	Delay Announcements for Queued Calls	
	Standard Announcement	$24.00 per month
	Customer Worded Announcement	$96.00 per month
	Announcement Trunk	$24.00 per month
	Changes to Customer Worded Announcement	$25.00 Nonrecurring
(3)	Stop Hunt/Make Busy	
	Access Code Activation	$.50 per month
	Key/Switch Activation	$6.50 per month

c. Uniform Call Distribution (UCD)

(1)	Per UCD Group	N/A
(2)	Per Station	$5.00 per month
(3)	Per UCD Group	$20.00 per month

NOTE: Service Ordering Charges as specified elsewhere apply for the connection of the services listed above unless ordered at the time initial service is established.

SECTION 14: CENTREX SERVICE

C. REGULATIONS AND CONDITIONS

1. A Centrex Customer must have a minimum of two Centrex lines.

2. The minimum charge period for services provided under this Guidebook shall be for one month.

3. Centrex is offered subject to the availability of outside plant and/or Central Office facilities.

4. One directory listing is provided without charge for each Centrex customer.

5. The business customer may choose to pay for the service on a month-to-month basis or under a service contract plan. A month-to-month business customer may, at any time, convert to a service contract plan by paying the applicable service period plan rate currently in effect. Residential service is only offered on a month to month basis.

6. The monthly rate for customers choosing the service period plan is guaranteed against Telephone Company initiated changes during the selected service contract period.

7. Subsequent line additions/deletions to the original service contract period are stipulated as follows:

   a. Subsequent additions will be added to an existing contract, based upon the remaining period of the initial contract. If the line addition causes the customer's total Centrex line count to exceed the threshold of the line count previously contracted, all lines will be billed at the rate for the larger line count.

   b. Subsequent line deletions, resulting in reductions equal to or exceeding 20% of the initial quantity of lines under contract, will be considered a termination liability and treated as specified in paragraph c.8 below. If the reduction causes the total number of lines to fall into a different line size group, all remaining lines will be billed at rates for the smaller line size group.

8. Termination Liabilities shall be treated as follows:

   a. If the service is cancelled by the customer after installation of the service, but prior to the completion of the service period, the customer shall be obligated to pay a termination liability charge. The charge is calculated by multiplying the monthly rate by the remaining months in the contract period times fifty percent.

   b. A customer who reduces the quantity of Centex lines under contract has the following options for the duration of the contract period:

      (1) Continue to pay an amount equal to the monthly for the number of Centrex station lines that are disconnected under contract, or

      (2) Pay termination charges as described in (a) above on the number of Centrex lines disconnected.

9. Reduction/Waiver of service establishment charges may be offered as follows:

   At the Telephone Company's discretion, the following non-recurring service establishment charges may be reduced or waived during promotional campaigns:

   - **Nonrecurring** service establishment charges (per system and per line charges) as provided in paragraph B.2.b. (T)

(D)

SECTION 14: CENTREX SERVICE

C. REGULATIONS AND CONDITIONS (Cont'd)

10. All exchange lines in a Centrex group must have the same billing arrangement, either flat-rated or measured service (where offered).

11. Intercom calls between lines in a Centrex group are not subject to local measured service (where offered).

12. When used with Call Forwarding or Call Transfer, the Centrex customer is responsible for the payment of the applicable too charge for each billable call connected over the public network between the Centrex station and the station at which the call is answered. The charge is applicable to each call answered, including the Call Forwarding set-up call. It also applies to collect and person-to-person calls, which may be refused at the answering station.

13. The Centrex lines for a Centrex customer may terminate at multiple locations: however, all Centrex lines in the same group must be served by the same Central Office.

14. Terminal equipment may be offered by the Telephone Company under contract or may be provided by the customer.

15. Unless specifically exempted, Centrex service shall be subject to all general regulations applicable to the provision of service by the Telephone Company as stated elsewhere in this Guidebook.

D. DEFINITIONS

The following standard and optional features may be provided as part of the Centrex service:

1. Authorization Codes

Authorization Codes feature is used to identify callers for billing purposes, to assign Network Class of Service (NCOS), and to control network access.

2. Business Group Automatic Identified Outward Dialing

Business Group Automatic Identified Outward Dialing provides identification of the calling line or the Centrex group billing/pilot number on billable calls directed to the public network.

3. Business Group Dialing Plan

A Business Group Dialing Plan enables a Centrex Group to have a unique dialing scheme which includes Intercom Dialing; access to an attendant, private network and/or special facilities using 1 to 5 digit codes; Single digit dialing; and customized feature activation/deactivation codes. Each Centrex group may use either a standardized or a customized Business Group Dialing Plan.

4. Call Forwarding Busy Line

Call Forwarding Busy Line causes all calls to be redirected to an alternate station when the called station is busy.

5. Call Forwarding Distinctive Ringing

Call Forwarding Distinctive Ringing a Call Forwarding line option that allows station users to distinguish between forwarded and non-forwarded calls. The distinctive ringing pattern is two short rings. This option is assigned to the base or forwarding station, but is active (rings) on the forward-to station.

SECTION 14: CENTREX SERVICE

D. DEFINITIONS (Cont'd)

6. Call Forwarding Don't Answer

Call Forwarding Don't Answer allows all calls that terminate to a user's station to be redirected to an alternate station after a predetermined number of rings.

7. Call Forwarding Incoming Only

Call Forwarding Incoming Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and allows only incoming calls (calls that originate outside the Centrex group) to be forwarded. Calls from within the group or a private facility are not forwarded.

8. Call Forwarding Variable (All Calls)

Call Forwarding Variable enables a station user to divert all incoming calls to another directory number. Activation, deactivation and the forward-to destination are controlled by the station user.

9. Call Forwarding Within Group Only

Call Forwarding Within Group Only is an option that can be used with any of the Call Forwarding features (Call Forwarding Variable, Don't Answer, and Busy Line) and restricts call forwarding to only directory numbers within the same Centrex group, thus preventing the station user from forwarding calls outside the Centrex group.

10. Call Hold

Call Hold allows a station user to place a call on hold in order to initiate a second call, answer a waiting call, consult privately with another party or return to the previously held call.

11. Call Park

Call Park enables a user to park a call against his/her directory number. The parked call can be retrieved from any station by first requesting Call Park Retrieve and then dialing the directory number of the station against which the call was parked.

12. Call Pick-Up

Call Pick-up permits a station user to answer incoming calls directed to another station within the same pick-up group by dialing an access code.

13. Call Transfer

Call Transfer allows a station user to transfer calls to another station by flashing the switchhook and dialing the transfer-to number.

14. Call Waiting

Call Waiting provides a burst tone to inform a station user with a call already in progress that another call is waiting to be answered. The station user may answer the waiting call by hanging up or flashing the switchhook.

15. Cancel Call Waiting

Cancel Call Waiting allows a station user, on a per-call basis, to deactivate Call waiting by dialing an access code.

SECTION 14: CENTREX SERVICE

D. DEFINITIONS (Cont'd)

16. Circle Hunting

Circle Hunting allows calls directed to a busy stations in the middle of the hunt group to search through to the end of the hunt group and then return to the beginning of the hunt list in search of an idle station. The caller is connected to the first idle station encountered.

17. Code Restriction

Code Restriction blocks the completion of calls that are directed to customer specified area codes (NPAs) and/or central office codes (NNXs). A Code Restriction list may be assigned to either individual line or shared multiple lines.

18. Customer Access Treatment Code Restrictions

Customer Access Treatment Code Restrictions (CAT Codes) can be used to prevent a Centrex station from dialing certain codes. For example, CAT Codes could be used to prevent a station from gaining access to the public network, using private facilities, or dialing specific stations within the Centrex group.

19. Delay Announcements for Queued Calls

Delay Announcements can optionally be used to inform a caller that his or her call has been placed in a queue. The delay announcement can be repeated at regular intervals until an idle station becomes available.

20. Direct Connect Service

Direct Connect Service allows a station user to automatically place a call to a preselected directory number by lifting the receiver off the switchhook. No dialing is required for the calling party to reach the specified destination.

21. Direct Inward Dialing

Direct Inward Dialing allows Centrex station users to directly receive incoming calls without the assistance of an attendant.

22. Direct Outward Dialing

Direct Outward Dialing enables Centrex station users to call outside the Centrex group directly without the assistance of an attendant.

23. Directed Call Pick-up

Directed Call Pick-up enables a station user to answer a call that is ringing at another station within the Centrex group by dialing an access code and the ringing station number.

24. Distinctive Alerting/Call Waiting Indication

Distinctive Alerting/Call Waiting Indication allows a Centrex station user to determine the source of incoming calls (from within or outside the business) by the Distinctive Ringing pattern or the Call Waiting tone. Normal ringing and Call Waiting tones are used to identify intra-Centrex group calls. Calls which originate from outside the Centrex group are identified by either two short rings and/or Call Waiting tones.

SECTION 14: CENTREX SERVICE

D. DEFINITIONS (Cont'd)

25. Do Not Disturb

Do Not Disturb allows a station user to prevent incoming calls from ringing at his/her station by diverting them to a tone or recorded announcement. This feature can be offered with a Personal identification Number (PIN) override option that selected callers can dial to override Do Not Disturb.

26. Fully-Restricted Line

A Fully-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It is also prevented from making calls to and/or receiving calls from the attendant, thereby denying it indirect access to/from outside the Centrex group.

27. Intercom Dialing

Intercom Dialing allows Centrex station users to call other stations within their Centrex groups by dialing abbreviated codes.

28. Make Busy

Make Busy can be used to temporarily make a particular station in a Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a station during the search for an idle station.

29. Group Make Busy

Make Busy can be used to temporarily make a group of stations or an entire Multiline Hunt Group appear busy to incoming callers. Make Busy causes the hunt to skip over a group of stations during the search for an idle station and is operated via a physical switch.

30. Manual Line Service

Manual Line Service automatically places a call to the operator when the station user lifts the receiver off the switchhook.

31. Night Service

Night Service allows calls directed to the attendant to be rerouted to predesignated station lines within the same Centrex group when the attendant position is not staffed (i.e., evening hours, weekends).

32. Off-Premises Stations/Secondary Locations

Off-Premises Stations enable a secondary business location to access the same Centrex features and services as the main business location. The secondary locations must be served by the same Digital Central Office as the primary location.

33. Outgoing Call Screening

Outgoing Call Screening blocks the completion of calls to specific directory numbers (3, 6, 7, or 10 digit basis). An Outgoing Call Screening may be assigned to either an individual line or shared by multiple station users.

SECTION 14: CENTREX SERVICE

D. DEFINITIONS (Cont'd)

34. **Reserved** (C)

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35. **Reserved** (C)

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36. Paging Access

Paging Access allows selected stations to have dial access to customer-provided loudspeaker paging equipment. A line or a tie-trunk is required to support the customer's paging equipment.

37. Preferential Hunting

Preferential Hunting allows any station in a Multiline Hunt Group to have its own (preferential) hunting list. If a call is made to a station with a Preferential Hunting list assigned to it, and station is busy, the preferential list is first hunted until an idle station is found. If an idle station is not found on the preferential list, the hunt will proceed to the entire hunt group.

38. Queueing

Queueing may optionally be used when all stations in a hunt group are busy. When this occurs, a call is placed into a queue. The call remains in queue until an idle station is located. Up to ten calls can be in queue for a Multiline Hunt Group. Queueing cannot be provided for Preferential Hunt groups or Series Completion groups.

39. Regular Hunting

Regular Hunting or Linear Hunting is performed in a sequential fashion across all members of a Multiline Hunt Group. The search for an idle station starts with the pilot number. If the first station is busy, the group is sequentially hunted until an idle station is found. If there are no idle stations available, the caller receives a busy signal.

40. Semi-Restricted Line

A Semi-Restricted Line is prevented from making calls to and/or receiving calls from stations outside the Centrex group. It may, however, make and/or receive outside calls indirectly via the attendant, Call Forwarding, Call Transfer, and Call Pick-Up features

SECTION 14: CENTREX SERVICE

D. DEFINITIONS (Cont'd)

41. Series Completion

Series Completion is similar to Multiline Hunt Service; however, a significant difference between the two services is that Series Completion stations always have their own directory number and their own class of service. Two different hunting arrangements can be selected with Series Completion: linear or circle.

42. Single-Digit Dialing

Single-Digit Dialing permits a Centrex station user to reach a line or facility, or to access a feature by dialing a single-digit code. The Single-Digit dialing codes are shared by all users in a Centrex group and are preprogrammed by the Telephone Company.

43. Simplified Message Desk Interface (SMDI)

Simplified Message Desk Interface (SMDI) can optionally deliver 10 digit directory numbers in the call information message sent over the SMDI data link to the voice system.

44. Special Intercept Announcement

A Special Intercept Announcement may optionally be used to address the following conditions: (a) If a Centrex station user dials a code which is not defined or assigned in the Business Group Dialing Plan, or (b) If the cal is restricted due to various restriction arrangements (i.e., Semi-Restricted, etc.).

45. Speed Calling 8-Code

Speed Calling 8-Code enables a station user to call a list of up to 8 preselected directory numbers by dialing one-digit codes instead of the directory numbers.

46. Speed Calling 30-Code

Speed Calling 30-Code enables a station user to call a list of up to 30 preselected directory numbers by dialing one-digit codes instead of the directory number.

47. Stop Hunt

Stop Hunt allows a station user to stop the normal hunting process at a predetermined point. Activating this feature at a particular station in a Multiline Hunt Group will cause the search for an idle line to stop there.

48. Three-Way Calling

Three-Way Calling allows a station user to add a third party to an existing call, and thus enables a simultaneous conference between parties at multiple locations.

49. Toll Restriction

Toll Restriction blocks the completion of calls that are directed to the outside operator or to numbers outside the local calling area. A Toll Restriction list may be assigned to either an individual line or shared by multiple lines.

SECTION 14: CENTREX SERVICE

D. DEFINITIONS (Cont'd)

50. Uniform Call Distribution

Uniform Call Distribution is intended to distribute calls evenly among the stations in a Multiline Hunt Group.

51. Voice/Data Protection

Voice/Data Protection allows a station user to inhibit intrusion features such as Call Waiting and Operator Verification which are directed to that line when it is busy.

52. Warm Line

Warm Line provides a time-out option with either Direct Connect Service or Manual Line Service. The time-out interval may be set at 1 to 14 seconds. During the time-out interval, a station user will receive normal dial tone and can originate calls. However, after the time-out interval expires, a call is automatically set up and routed to the specified destination.

SECTION 15: DEDICATED DIGITAL DATA SERVICE

A. GENERAL

1. Dedicated Digital Data Service provides a transmission path to connect customers designated premises directly through a Telephone Company's serving wire center.

2. A Digital Data Channel is a Channel for duplex four-wire transmission of synchronous serial data at the rate 2.4, 4.8, 9.6, 19.2, 56.0 or 64.0 kbps. The actual bit rate is a function of the channel interface selected by the customer. The channel provides asynchronous service with time provided by the Telephone Company through the Telephone Company's facilities to the customer in the received bit stream.

B. REGULATIONS

1. In addition to the following, appropriate regulations established in other tariffs of the Company will apply to Dedicated Digital Data Service.

2. The minimum billing for Dedicated Digital Data Service is one month.

3. The provision of Dedicated Digital Data Service and any associated features are subject to the availability of central office and outside plant facilities.

4. As a result of any interface or technical change required of the Company due to FCC rules, the Company shall not be liable if changes in any equipment, operations or procedures of the Company utilized in the provision of Dedicated Digital Data Service, render any customer premises equipment provided by the customer obsolete or require modification or alternation of such equipment or systems or otherwise affect its use or performance.

5. The Company makes no guarantee and assumes no liability for the accuracy, performance or non-performance of the Dedicated Digital Data Service.

C. RATES AND CHARGES

		Nonrecurring Charges	Monthly Rates
1.	Channel Termination* Per Termination		$62.70
	Less adjustment, pursuant to 67-6-222		--
	Billed Amount:		$62.70
2.	Channel Mileage Facility * per airline mile		
a.	2.4, 4.8, 9.56, 19.2Kbps		$2.42
b.	56Kbps, 64Kbps		$4.83
3.	Installation, per circuit	$221.00	
4.	Bridging	$7.85	

* Additional Channel Termination charges, channel Mileage charges and Installation charges will apply whenever a spare channel is configured as a let to the customer designated premises.

SECTION 16: HIGH CAPACITY SERVICE

A. GENERAL

High Capacity Service consists of Two-Point digital channels and equipment which provides for the simultaneous two-way isochronous transmission at a speed of 1.544 Megabits per second (Mbps). High Capacity Service may be used to connect:

1. two customer premises

2. a customer premises and the central office

B. REGULATIONS

1. The regulations specified herein are in addition to the applicable regulations specified in this Guidebook and other tariffs of the Company.

2. Termination charges

a. When service is terminated by the customer, or by the Telephone Company for any reason for which it may terminate such service under the provisions of this Guidebook, prior to the expiration of the initial contract period, the following termination charges apply in addition to all charges due for the service which has been furnished.

1) Contract Period of One Month

In the case of services for which the initial contract period is one month, the termination charges will be the charges due for the unexpired portion of a twelve month period.

2) Availability of Service

a) High Capacity Service can only be provided from central offices equipped for appropriate digital transmission.

b) High Capacity Service is available on channels confined to the same building or continuous property on a cost incurred basis.

3) Provision of Service

a) High Capacity Service is available only on a two-point basis.

b) Performance Criteria

1) High Capacity Service is designed to provide an average performance of at least 95% error-free seconds of transmission measured over a continuous 24 hour period.

4) Customer Signal Parameters

All signals generated by customer terminal equipment must meet the signal format constraints described in Bell System Technical Reference Publication 43801 dated November, 1982, Bell System Technical Reference Publication 41451 dated January, 1983 and in Bell System Technical Reference Publication 624111 dated September, 1983.

SECTION 16: HIGH CAPACITY SERVICE

C. SERVICE FUNCTIONS

1. Channelization

a. Channelization equipment will be provided by the Telephone Company at the central office. If the customer wants the Channelization equipment located on their premises, the equipment must be provided by the customer.

b. The Telephone Company will provide Channelization equipment at the central office when the customer desires two-point premises to central office or central office to central office service.

c. Telephone Company provided central office channelization equipment provides service for up to 24 voice grade channels.

2. Channel Plug-Ins
One channel plug-in is required for each channel termination in the channelized equipment.

D. RATES AND CHARGES

The following rates and charges apply for High Capacity Services in addition to the rates and charges for any associated service(s).

		Monthly Rate	Nonrecurring Charge
1.	Channel Termination per termination	$176.25	$232.00
	Less Adjustment, pursuant to 67-6-222	0.00	
	Billed Amount:	$176.25	
2.	Channel Mileage		
	a. Channel Mileage Facility Per mile	$19.46	
3.	Optional Multiplexing Per Arrangement		
	a. DS1 to Voice	$183.12	
	b. DS1 to DSO	$183.12	
	c. DSO to subrates:		
	(1) Up to 20 2.4Kbps Services	$398.30	
	(2) Up to 10 4.8Kbps Services	$287.90	
	(3) Up to 5 9.6Kbps Services	$251.15	

SECTION 17: DIGITAL TRUNK SERVICE (DTS)

A. GENERAL DESCRIPTION

Digital Trunk Service (DTS) provides digital local exchange service, and is an alternative to analog trunks. The service provides a digital facility (1.544 Mbps) between the customer's customer premise equipment and the central office where it is multiplexed to interface and provide 24 voice grade channels. DTS includes a DS1 Facility, common equipment, local exchange switching and flat usage trunks for access to the local exchange and toll networks.

B. DEFINITIONS

1. DTS Facility and Common Equipment - This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface 24 channels into the central office switch.

2. In-only Trunk - One-way trunk which only allows traffic from the central office to be transmitted to the customer's CPE.

3. In-only Trunk with Direct-Inward Dialing (DID) - In-only trunk with DID feature. Requires a DID trunk circuit termination.

4. Out-only Trunk - One-way trunk which allows only traffic originating in the customer's CPE to be transmitted to the central office switch.

5. Two-Way Trunk - Trunk which allows for traffic to be transmitted from either the central office of the customer’s CPE.

6. Two-Way Trunk with DID and Answer Supervision - Two-Way trunk with DID and answer supervision features. Requires a DID trunk circuit termination.

C TERMS AND CONDITIONS

1. Provisioning of Service

a. DTS is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service. The availability, functionality and capabilities of DTS features may vary by serving Central Office.

b. Each DTS facility includes 24 channels for the transport of trunks connecting customer provided equipment. The customer is billed a monthly rate for all 24 channels regardless of the number that may be utilized at a point in time. Each trunk may be configured as either: in-only trunk, out-only trunk, two-way trunk, in-only trunk with DID, two-way trunk with DID and Answer Supervision. If DID and/or Answer Supervision are required, additional charges from the DID Service will apply.

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SECTION 17: DIGITAL TRUNK SERVICE (DTS)

C TERMS AND CONDITIONS (Cont'd)

1. Provisioning of Service (Cont'd)

   d. Each DTS trunk group is provided with one telephone number. Additional numbers may be purchased at the rates for DID service specified elsewhere in this Guidebook.

   e. Any services in addition to DTS services must be subscribed to under separate sections of this Guidebook. Regulations, rates and charges, as described elsewhere in this Guidebook apply as appropriate.

   f. DTS supports trunk side features. The following services will not be provided within the DTS facility:
      - Access Lines in the Local Exchange Service section of this Guidebook
      - Feature Groups A, B, C, or D
      - Other private line/access services
      - Datapath, DiaLAN Service, Switched 56 Service
      - Joint User service
      - Foreign Exchange Service
      - Identified Outward Dialing

   g. Customers are required to provide muxing/demuxing, at the customer premises, for analog trunks riding the DS1 facility.

   h. Line Power option is not available with DTS.

   i. Customers who wish to have incoming calls to a busy line overflow to other of the customer's lines which are not busy must subscribe to Call Forward Busy for each line that is to have the overflow capability. Rates and Conditions for Call Forward Busy are found elsewhere in this Guidebook.

   j. For DTS facilities requiring loops greater than three miles in length, a DTS loop transport rate applies per facility.

2. Reserved for Future Use

3. Reselling & Government Entities

   a. Except as specified for Government Entity, DTS shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.

   b. Any Government Entity (as defined elsewhere in this Guidebook) may authorize any other government entity to use its DTS. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

4. Reserved for Future Use

5. Equipment Interface Specifications

   All customer-provided equipment (CPE) used to interface with DTS is required to conform with Technical Reference Specifications as used by the Company.

SECTION 17: DIGITAL TRUNK SERVICE (DTS)

C. TERMS AND CONDITIONS (Cont'd)

6. Contract Periods

a. The minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month under a monthly plan or on a contractual basis. For purposes of rate administration each month is considered to have 30 days.

b. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment necessary to meet specific demands for service.

c. DTS is offered on a month-to-month basis. The provision of DTS service on a month-to-month basis is dependent on the availability and capacity of Central Office facilities. Month-to-month prices will be subject to Company-initiated price adjustments.

d. DTS is offered under a term contract. Customers may subscribe to DTS service for an extended period under a term contract which allows a customer to select a 12, 36, or 60 month service term for the associated trunks. All trunks on the same DTS facility must be under the same term contract period.

e. During the length of the selected term contract, monthly rates for service elements ordered under the plan are subject to change (increase or decrease) as Company-initiated price changes become effective. However, any price change will not cause the monthly rate for respective service elements to exceed the price that was in effect at the beginning of the selected contract term.

f. During the term commitment period, the customer may add or change DTS channels and/or additional DTS services at the same monthly rate specified in the customer's original term commitment. All trunks on the same DTS facility are considered to be under the same term contract period.

g. Upon fulfilling the term contract period, if a customer does not elect a new Term contract and does not request discontinuance of service, service will be continued at the month-to-month rates then currently in effect. If the customer elects a new contract term, the rates and options in effect at that time would apply. No installation charges, however, will apply for service continuance whether under a month-to-month or term contract basis.

h. With the written permission of the Company, the obligation to pay the term contract charges for DTS service may be assumed by another customer if the service has not been terminated and if the other customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer until the term contract is fulfilled. Service installation charges for DTS will not apply for this transference, however, other charges outlined in this Guidebook may apply. A subsequent activity charge for DTS will apply if any changes are made to the configuration of the current DTS service.

i. During a term contract period, a customer may convert to a new term contract of the same or different length if the expiration date for the new contract is beyond the expiration date or the current contract. The new term contract becomes effective upon execution. Customers may also change from a month-to-month arrangement to a term contract. No credit for months under the previous term contract or under the month-to-month plan may be transferred to the new term contract. The customer incurs no liability for the remaining months of the prior term contract since the change is not considered a termination of service. The prices applicable for the new term contract are those currently in effect at the time of transfer. No installation charges will apply for a contract change.

SECTION 17: DIGITAL TRUNK SERVICE (DTS)

C TERMS AND CONDITIONS (Cont'd)

7. Cancellation, Moves, & Early Termination Charges

a. In the event a customer cancels their order for DTS service prior to the service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

b. In the event DTS service is terminated by the customer prior to completion of the contract period, the customer shall be liable for early termination charges equal to one-half (50%) of the un-expired portion of the applicable contract period for each DTS service element prematurely terminated. In addition to the termination charge, the customer shall also be liable for any unpaid and deferred system and line installation charges.

c. Termination charges are not applicable to changes in the physical location of the DTS service so long as the service originates in the same serving central office area and the customer retains the current term contract or converts to a new term contract having an expiration date beyond that of the current term contract. Non-recurring charges for the re-design of the DTS service will apply. The customer will experience some down-time on the DTS service during the physical move of the transport element.

d. Termination charges do apply to changes in the physical location of DTS when the new DTS service originates in a different serving central office area. The current DTS contract will be terminated and the DTS service provided at the new location will be treated as a new installation.

8. Reserved for Future Use

9. Subsequent Activity Charge

The DTS Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.

10. Temporary Suspension of Service

The Company may, following five (5) days written notice, refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

a. Upon the continuance of any unpaid regulated amount due for a period of five (5) days following temporary suspension;

b. Upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose;

c. Upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service; or

d. Upon a violation of any of the regulations governing the furnishing of this service.

SECTION 17: DIGITAL TRUNK SERVICE (DTS)

D. STANDARD FEATURES

The following features, where from a specific central office, are offered to the customer as part of the DTS service at no additional charge.

1. Digital Voice Transmission

All voice calls are terminated using digital signaling.

2. Unlimited Local Usage

Allows DTS customers to pay a flat rated monthly charge for usage on circuit-switched voice and circuit-switched data traffic rather than Local Usage Charges described elsewhere in this Guidebook. This applies only to Local Service Areas as defined in this Guidebook. It does not apply to Extended Community Calling exchanges nor can it be combined with other service packages

3. Clear Channel Capability

Allows DTS customers to transport 1.536 Mbps on a 1.544 Mbps line with no constraint on quantity or bit sequence.

E. RESERVED FOR FUTURE USE

F. APPLICATION OF CHARGES AND RATES

1. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's tariff.

2. Circuit Switched Voice calls will be subject to Long Dis-tance Message Telecommunications Service charges as specified elsewhere in this Guidebook, if applicable.

3. Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use for local and Extended Community Calling Service or Long Distance Telecommunications Service charges as specified elsewhere in this Guidebook.

4. This service is only provided where the software has been installed in the switch where the service has been requested.

G. CHARGES AND RATES

See C.1.E preceding for additional charges which will be added to these rates on the customer's bill.

		Nonrecurring Charge	Monthly Charge	Contract Rates		
				12-Month	36-Month	60-Month
1.	DTS facility, common equipment, & 24 channels	$600.00	$927.20	$889.70	$850.00	$800.00
	Less Adjustment pursuant to 67-6-222	--	--	--	--	--
	Billed Amount	$600.00	$927.20	$889.70	$850.00	$800.00
2.	DTS Loop Transport Per DTS facility Each mile over 3 miles		$60.00	$60.00	$60.00	$60.00
3.	Subsequent Activity Charge (SAC)	$200.00				

SECTION 18: SCHOOLS, LIBRARIES, AND HEALTH CARE PROGRAMS

A. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM **(E-RATE)**

1. General

The Universal Service Support Mechanism was established to ensure affordable telecommunications service to all Americans including low-income consumers and eligible schools and libraries. Public and private schools (generally grades Kindergarten-Twelve) and public libraries and qualifying consortia may be eligible to apply for support discounts (Support) through the Schools and Libraries Universal Service Support Mechanism (E-Rate Program) in connection with the purchase of the Company's services and equipment (Service).

In addition, these Customers may be eligible for state or local corollaries to the E-Rate Program. The Support may be provided by the E-rate Program in the form of a discount percentage of the billed charges for eligible Service. Schools, libraries, and consortia eligible for E-rate support pursuant to 47 Code of Federal Regulations part 54, subpart F shall comply with all E-rate Program rules and regulations in order to receive the Support.

2. Application for Support

a. E-Rate Program

The Customer will abide by all E-Rate Program rules for receipt of Support. The Customer is responsible for applying to the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (or other authorized E-Rate Program administrator) for Support from the E-Rate program each year the Customer is eligible for the Support. The Customer will notify the Company in writing within 30 days of its receipt of a Funding Commitment Decision Letter from the SLD along with a copy of the notice and other relevant documentation as requested by the Company.

b. Other Funding Sources

The Customer is responsible for applying for Support from state and/or local administrators (Funding Sources). The Customer will notify the Company in writing within 30 days of its receipt of a Support commitment from such Funding Sources and will include a copy of its application, Funding Source Support documentation, and other relevant documentation as requested by the Company.

SECTION 18: SCHOOLS, LIBRARIES, AND HEALTH CARE PROGRAMS

A. SCHOOLS AND LIBRARIES DISCOUNT PROGRAM **(E-RATE)** (continued)

3. Receipt of Support

a. E-Rate Program

The Customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the Customer's receipt of Service. Upon notification, the Company will apply discounts to the Customer's invoices or reimburse the Customer according to the Funding Commitment Decision Letter. The Customer is responsible to apply for SLD reimbursement (instead of receiving discounted Company bills) for all eligible customer premise equipment rentals or other financed arrangements. The Company reserves the right to require the Customer to seek SLD reimbursement (instead of receiving discounted Company bills) if the Customer has not received its Funding Commitment Decision Letter from the SLD by December 31 of the funding year. All discounts or reimbursements will be retroactive to the date authorized by the SLD funding year. The Company will either apply a credit to the Customer's account or provide the Customer with a check corresponding to the appropriate amount of Support based on Service received.

b. **Other Funding Sources**

The Customer will pay, in full, all invoices issued by the Company prior to the Company's receipt of notification from the Funding Source acknowledging the Customer's receipt of Service. Upon notification, the Company will apply discounts or reimburse the Customer for Service delivered corresponding to the Funding Source acknowledgement. These discounts or reimbursements will be retroactive to the date authorized by the Funding Source funding year. The Company may reimburse the Customer with a credit to the Customer's account or with a check corresponding to the appropriate amount of Support based on Service received.

4. Failure to Obtain Support

a. The Customer will reimburse the Company if the FCC, SLD or Funding Sources fail to do so or if the FCC, SLD or Funding Sources reclaim any portion of Support sent to the Company on Customer's behalf. Customer will not be responsible for Support withdrawn due to the Company's material failure to provide Service.

b. The Company is not responsible for the Customer's compliance with FCC, SLD or Funding Source rules and regulations, the Customer's applications for Support, or any decisions or actions by the FCC, SLD or Funding Sources with respect to the Customer.

c. For Service agreements of more than one year, the Customer may not terminate the Agreement based solely on its failure to receive Support.

SECTION 18: SCHOOLS, LIBRARIES, AND HEALTH CARE PROGRAMS

B. HEALTH CARE PROVIDERS SUPPORT PROGRAM

1. General

The purpose of the Health Care Providers Support Program is to enable public and non-profit rural health care providers to have access to telecommunications services necessary for the provision of health care services at rates comparable to those paid for similar services in urban areas. The Health Care Providers Support Program offers eligible public and non-profit health care providers, located in rural areas reduced rates for Company intrastate services available in this Guidebook. Such services must be purchased in accordance with the Rules adopted by the Federal Communications Commission (FCC) in its Universal Service Order No. 97-157, issued May 8, 1997. The FCC Rules are codified at 47 Code of Federal Regulation (C.F.R.) 54.601 et. seq., and any amendments made thereto.

2. Regulations

a. To be eligible for the reduced rates, rural health care providers are required to comply with the terms and conditions set forth in the FCC Rules.

b. Reduced rates are available only to the extent that they are funded by the Federal Universal Service Fund.

c. Eligible rural health care providers may aggregate demand with other entities to create a consortium. Universal services support shall apply only to the portion of eligible services used by an eligible health care provider.

d. Responsibility of eligible health care providers:

1) Rural health care providers and consortia shall participate in a **competitive** bidding process for all services eligible for reduced rates in accordance with any state and local procurement rules.

2) Rural health care providers and consortia shall submit requests for services to the program Administrator, as designated by the FCC, and follow established procedures.

3) Services requested must be used for purposes related to the provision of health care services or instruction that the health care provider is legally authorized to provide under the law.

4) A health care provider that cannot obtain toll-free access to an Internet service provider and who is eligible for support for limited toll-free access under the Rules must certify that it lacks toll-free Internet access and that it is an eligible health care provider.

5) Services cannot be sold; resold or transferred in consideration for money or any other thing of value.

SECTION 18: SCHOOLS, LIBRARIES, AND HEALTH CARE PROGRAMS

B. HEALTH CARE PROVIDERS SUPPORT PROGRAM (Cont'd)

2. Regulations (Cont'd)

e. Responsibility of the Company:

1) The Company shall offer the rates and charges as specified in paragraph 3 of this Guidebook, to eligible health care providers to the extent that facilities and services are available and offered as specified in paragraph 1 preceding.

2) The Company shall offer services to eligible rural health care providers and consortia at prices no higher than the highest urban rate as defined in the FCC Order and Rules.

3) In competitive bidding situations, where specific flexible pricing arrangements are allowed, the Company may offer flexible pricing (to determine the reduced rate) subject to Tennessee Regulatory Authority approval.

3. Rates and Charges

The following price adjustments will be available to eligible rural health care providers, except subparagraph c, which shall be available to all eligible health care providers, regardless of location:

a. A reduced rate for telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, not to exceed the highest publicly available rate charged to a commercial customer for a similar service provided over the same distance in the nearest city in Tennessee with a population of at least 50,000.

b. An exemption from some mileage charges for any telecommunications services, using a bandwidth capacity of up to 1.544 Mbps, that is necessary for the provision of health care services. The exempted mileage includes the distance between the rural health care provider and the most distant perimeter of the nearest city in Tennessee with a population of 50,000 or more, less the standard urban distance, which is the maximum average diameter of all cities with population of 50,000 or more in the state.

c. Each eligible health care provider that cannot obtain toll-free access to an Internet service provider is entitled to receive toll charge credits for toll charges imposed for connecting to an Internet service provider as per the FCC Rules. Such toll charge credits are available as specified elsewhere in this Guidebook.

SECTION 19: PACKAGED SERVICES

1. SIMPLE CHOICE™ ONE# AND SIMPLE CHOICE™ TWO#

A. Description

Simple Choice™ One and Simple Choice™ Two are packages of features available to both residential and business customers. Simple Choice™One includes the features specified following and a flat rate access line. Simple Choice™Two includes two flat rate access lines. Customers subscribing to Simple Choice™ One and Simple Choice™ Two are entitled to unlimited use of the service/features specified.

B. Features

Following are the eligible call features. All features may be not be available in all areas:

- Anonymous Call Reject *77
- Busy Redial *66
- Call Forward Busy
- Call Forward No Answer
- Call Forwarding
- Call Forward Remote Access
- Call Return *69
- Call Transfer
- Call Waiting
- Cancel Call Waiting
- Call Waiting Disposition
- Caller ID
- Caller ID Number Only (1)
- Distinctive Ring
- Long Distance Alert
- Message Waiting Indicator
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Speed Call 8 or Speed Call 30
- 3-Way Calling
- VIP Alert
- Home Intercom

(1) An open enrollment period will take place through December 26, 2003, after which this service will be grandfathered and not available to new customers.

Effective October 12, 2010, Simple Choice™ One and Simple Choice Two™ are not available t customers and are limited to lines in service for existing customers.

SECTION 19: PACKAGED SERVICES

1. SIMPLE CHOICE ONE AND SIMPLE CHOICE TWO (1) (Cont'd)

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Guidebook shall apply.

2. Nonrecurring charges as specified elsewhere in this Guidebook do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice One and Simple Choice Two. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

3. Customers subscribing to the Simple Choice Two may select different features for each line. All lines must be billed to the same account and located at the same premise.

4. Simple Choice One and Simple Choice Two features must be activated by the customer before they can be used without incurring usage charges.

5. All recurring charges applicable to an access line apply to Simple Choice One and Simple Choice Two. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

6. If access line rates for residence and business service, as listed elsewhere in this Guidebook, increase, Simple Choice One and Simple Choice Two rates may also increase.

D. Rates

1. Residence

	Monthly Rate	
Simple Choice One	**$38.00**	(I)

2. Business

Simple Choice One	**54.00**	(I)

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice One and Simple Choice Two. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring service charges as specified elsewhere in this Guidebook.

(1) Effective October 12, 2010, Simple Choice One and Simple Choice Two are not available to new customers and are limited to lines in service for existing customers. As of December 1, 2017, there are no remaining customers subscribed to Simple Choice Two and that service is no longer available.

SECTION 19: PACKAGED SERVICES

2. VOICE MAIL COMPLEMENTARY SERVICES PACKAGE

A. Description

The Voice Mail Complementary Services Package provides a group of basic network services (generally used in conjunction with voice mail services) at one monthly rate. The package consists of the following services (where available):

Call Forward Busy
Call Forward No Answer
or, Call Forward Busy/No Answer
Message Waiting Indicator

B. Terms and Conditions

1. All regulations and restrictions that normally apply to the services when they are individually provided also apply when they are provided as part of this package.

2. All services are provided only from central offices that have been arranged to provide these services. The services are provided subject to availability of facilities.

3. This package is available only to individual line residence and business customers.

C. Rates

		Monthly Rate Per Line
1.	Residence	$2.00
2.	Business	$3.00

SECTION 19: PACKAGED SERVICES

3. SIMPLE CHOICE [(1)] /BUSINESS ASSIST ADVANTAGE

A. Description

Simple Choice/Business Assist Advantage is a package of features available to both) residential and business customers. This package is only available to Simple Choice/Business Assist Advantage customers and includes the features specified following and a flat rate access line with touch calling. Customers subscribing to Simple Choice/Business Assist Advantage are entitled to unlimited use of the service/features specified.

B. Features

Following are the eligible call features. All features may not be available in all areas:

- Caller ID Number Only [(2)]
- Caller ID
- Call Waiting/Cancel Call Waiting
- Call Waiting ID
- Call Waiting Display Deluxe
- Call Forwarding
- Call Forward No Answer
- Call Forward Busy
- Call Forward Busy/No Answer
- Call Forward Remote Access
- Call Transfer
- Call Return *69
- 3- Way Calling
- VIP Alert
- Distinctive Ring
- Home Intercom
- Busy Redial *66
- Message Waiting Indicator
- Anonymous Call Reject *77
- Selective Call Accept *64
- Selective Call Forward *63
- Selective Call Rejection *60
- Long Distance Alert
- Speed Call 8 or Speed Call 30
- Privacy Protector (where available)
- Voice Mail (where available)

C. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Features list. All terms and conditions as specified elsewhere in this Guidebook shall apply

2. Nonrecurring charges as specified elsewhere in this Guidebook do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice/Business Assist Advantage. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

3. Simple Choice/Business Assist Advantage features must be activated by the customer before they can be used without incurring usage charges.

4. All recurring charges applicable to an access line apply to Simple Choice/Business Assist Advantage. Among other things, these can include but are not limited to, EAS charges, surcharges, subscriber line charges, and taxes.

5. If access line rates for residence and business service, as listed elsewhere in this Guidebook, increase, Simple Choice/Business Assist Advantage rates may also increase.

(1) **Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.**

(2) Grandfathered as of December 26, 2003 and not available to new customers.

SECTION 19: PACKAGED SERVICES

3. SIMPLE CHOICE [(1)]/BUSINESS ASSIST ADVANTAGE

D. Rates

	Monthly Rate		
	Residence	Business	
New Tazewell Simple Choice	$**38.00**	---	(I)
Sharps Chapel Simple Choice	**38.00**	---	(I)
New Tazewell Business Assist Advantage	---	$**65.00**	(I)
Sharps Chapel Business Assist Advantage	---	**65.00**	(I)

Nonrecurring:

A nonrecurring charge will not apply for installation of the features for Simple Choice/Business Assist Advantage. Installation, moves, and changes to the access line(s) will incur the appropriate nonrecurring charges.

4. SELECT PAK/BUSINESS ASSIST SELECT [(2)]

A. Conditions

Select Pak/Business Assist Select consists of the following features only. Charges for other services offered by CenturyTel, such as an access lines, are in addition to this package rate. Customers who subscribe to Select Pak/Business Assist Select may choose any or all of the following services (where available):

Caller ID, Call Waiting, Call Waiting ID, Call Forwarding, 3-Way Calling

B. Rates

	Select Pak Per Line	Business Assist Select
Monthly Rate Residence	$13.95	---
Monthly Rate Business	---	$14.95

5. CALLER ID EXTRA [(3)]

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting, Call Waiting ID and Call Forwarding for a package price of $10.95 per month. In addition, all applicable nonrecurring charges will be waived.

6. CALLER ID PLUS [(3)]

The Company will offer a feature plan to residential customers who subscribe to Caller ID, Call Waiting and Call Waiting ID, where available, for a package price of $8.95 per month. In addition, all applicable nonrecurring charges will be waived.

(1) Effective December 26, 2014, Simple Choice is not available to new customers and is limited to lines in service for existing customers.
(2) Grandfathered to existing customers at existing locations.
(3) Effective December 26, 2014, Caller ID Extra and Caller ID Plus are not available to new customers and is limited to units in service for existing customers.

SECTION 19: PACKAGED SERVICES

7. BUSINESS UNLIMITED

A. Conditions

Business Unlimited is a package of features available to business customers. The Business Unlimited bundle includes one line of unlimited local calling and choice of calling features offered by the Company and unlimited long distance calling provided by CenturyTel Long Distance, LLC.

Business customers with 1-10 lines will be eligible for discounted unlimited calling services. Additional lines of unlimited local and long distance calling, up to a maximum of ten (10) lines, may be added plus all other applicable monthly service charges.

Metered/measured line services, PBX, Key, or Centrex accounts are not eligible for Business Unlimited. The customer must subscribe to the CenturyTel Long Distance, LLC Basic Business Unlimited Long Distance Bundle plan. This plan is for typical domestic voice usage only, and cannot be used for any purpose inconsistent with typical domestic voice usage. If usage under this plan is not consistent with typical domestic voice usage, as determined in the Company's sole discretion, the Company reserves the right to move the customer to an alternative plan or may suspend, restrict or cancel the customer's service.

B. Rates

The following rates apply in addition to the monthly rates applicable for companion long distance service.

Primary Access Line Charge	$**42.00**	(I)
Each Additional Access Line Charge	$**42.00**	(I)

SECTION 19: PACKAGED SERVICES

8. PURE BROADBAND BUNDLE(1)

A. Description

Pure Broadband Bundle includes flat rate Residence or Business 1-Party Basic Local Exchange Access Line and features as specified, and requires subscription to the Company's High Speed Internet (1.5 Mbps or greater).

B. Features

Outbound Call Block Feature
Non-published Service
Third Party Blocking (Optional)

C. Terms and Conditions

Pure Broadband Bundle is available to residential and business customers in all exchanges within the Company where technically feasible, subject to availability of facilities.

This bundle is only available with 1 Party Basic Local Exchange Service. Lines equipped with Pure Broadband Bundle will not have a directory listing and will not be included in the Company's directory assistance records.

The bundle rate will include the Subscriber Line Charge.

Service Charges or nonrecurring charges do not apply.

D. Rates (2)

	Business	Residence
Per Bundle, per month	$43.95	$29.00

9. ECONOMY PAK BUNDLE

Description

The Company will provide residential customers with an access line, the subscriber line charge, Caller ID and Call Waiting for $**31.95**. Customers willing to have term commitments will have a $5.00 reduction a month for a 12 month commitment. (I)

(1) Effective June 11, 2017, Pure Broadband Bundle is grandfathered for residential customers. Availability to current customers is limited to lines in service at existing locations.
(2) Rates applicable for non-regulated High Speed Internet also apply.

SECTION 19: PACKAGED SERVICES

10. CORE CONNECT

A. Description

CENTURYLINK LOCAL TERMS OF SERVICE: CORE CONNECT BUNDLES contains the terms and conditions for CORE CONNECT bundles.

Termination Liability Charges as described therein will apply if a Customer disconnects all or a portion of a CORE CONNECT bundle prior to the expiration of the TDP.

B. Rates and Charges

The following rates apply in addition to the monthly rates applicable for companion long distance and HSI services.

1. Core Connect 1

Per Location, Per Month				
Initial Bundle	**2nd through 10th bundle**			
All Terms	**Month-to-Month**	**One Year Term**	**Two Year Term**	**Three Year Term**
$80.00	$50.00	$45.00	$42.50	$40.00

2. Core Connect 1 LITE

Per Location, Per Month				
Initial Bundle	**2nd through 10th bundle**			
All Terms	**Month-to-Month (1)**	**One Year Term**	**Two Year Term**	**Three Year Term**
$80.00	$50.00	$45.00	$42.50	$40.00

3. Core Connect 2

Per Location, Per Month				
Initial Bundle	**2nd through 10th bundle**			
All Terms	**Month-to-Month**	**One Year Term**	**Two Year Term**	**Three Year Term**
$55.00	$35.00	$30.00	$27.50	$25.00

4. Core Connect 2 LITE

Per Location, Per Month				
Initial Bundle	**2nd through 10th bundle**			
All Terms	**Month-to-Month (1)**	**One Year Term**	**Two Year Term**	**Three Year Term**
$60.00	$35.00	$30.00	$27.50	$25.00

(1) Only available after expiration of a TDP when customer does not renew or select a new TDP.

SECTION 19: PACKAGED SERVICES

10. ECONOMY PACK PLUS LITE BUNDLE

A. Description

1. Economy Pack Plus Lite Bundle is an optional enrollment plan that permits residence customers who subscribe to qualifying products and services to receive Local Exchange Service and additional features and services for a flat monthly rate.

2. Economy Pack Plus Lite Bundle customers must subscribe to a qualifying long distance plan, the Company's High-speed Internet service, and DIRECTV®.

3. Economy Pack Plus Lite Bundle includes the following services and features:

- Flat Rate Residence 1 Party access line
- Choice of the following features:

  Caller ID (includes Anonymous Call Reject *77) - Optional
  Call Waiting ID - Optional
  Call Waiting – Optional

	Monthly Rate (1)	
Economy Pack Plus Lite Bundle (1)	$**27.00**	(I)

(1) The customer must also subscribe to Embarq Communications, Inc. Easy Talk Economy long distance plan, the Company's High Speed Internet (up to 1.5 Mbps), and any non-international DIRECTV® package (which is billed by the Company). This bundle is available in limited exchanges as determined by the Company. Existing DIRECTV® subscribers are not eligible for this bundle. DIRECTV® is used with permission.

SECTION 19: PACKAGED SERVICES

11. PRIMARY RATE INTERFACE (PRI) BUNDLE

A. General

At LOCAL TERMS OF SERVICE: CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK ("ISDN") the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for Primary Rate Interface (PRI) Bundle: (C) (C)

State: Tennessee
Entity: CenturyTel of Claiborne, Inc.
Service: CenturyLink ISDN-PRI Services

Termination Liability Charges as described in the aforementioned Local Terms of Service document will apply if a Customer disconnects all or a portion of the PRI Bundle prior to the expiration of the TDP.

B. Rates and Charges

Term Commitment Period	Monthly Rate	Nonrecurring Charge	
		Initial	Each Additional (1)
Two Year Term	$900.00	$250.00	$ 0.00
Three Year Term	875.00	250.00	0.00
Five Year Term	850.00	250.00	0.00

(1) Additional PRI Bundles must be installed at the same customer designated premises on the same trip and placed on the same order.

SECTION 19: PACKAGED SERVICES

12. SIMPLE CHOICE UNLIMITED [(1)]

A. Description

Simple Choice Unlimited is a package of features available to residential customers which includes any technically available custom calling features and voicemail, a flat rate access line provided by the Company, and unlimited long distance voice usage provided by CenturyTel Long Distance, LLC.

B. Terms and Conditions

1. A customer may select an unlimited number of compatible services and features from the Custom Calling Features. All terms and conditions as specified herein shall apply.

2. Nonrecurring charges do not apply for transactions involving additions, deletions, or changes to the services/features requested as part of Simple Choice Unlimited. However, appropriate nonrecurring charges do apply for installation of, moves, and changes to the access line.

3. Customers subscribing to the Simple Choice Unlimited may select different features for each line. The customer must also subscribe to the CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan. All lines must be billed to the same account and located at the same premise.

4. Simple Choice Unlimited features must be activated by the customer before they can be used without incurring usage charges.

5. All recurring charges applicable to an access line apply to Simple Choice Unlimited. Among other things, these can include but are not limited to, surcharges, subscriber line charges, and taxes.

6. Call Detail will not be provided with this service plan.

C. Monthly Rates

	Monthly Rate [(2)]
Simple Choice Unlimited Local Exchange Service Choice of available Custom Calling Service or Custom Calling II Service Features	$34.95 [(3)]

(1) Effective December 26, 2014, Simple Choice Unlimited is not available to new customers and is limited to lines in service for existing customers.

(2) Flat rate EAS charges (if applicable) are included in this rate. The rate for CenturyTel Long Distance, LLC d/b/a CenturyLink Long Distance Simple Choice Unlimited Long Distance plan applies in addition to this rate.

(3) The monthly Simple Choice Unlimited rate will be discounted by $5.00 when customers also subscribe to the Company's High Speed Internet (1.5M or higher).

SECTION 19: PACKAGED SERVICES

13. HOME PHONE II[(1)]

A. Description

1. Home Phone II is an optional enrollment plan that permits residence customers to receive Local Exchange Service and additional features and services for a flat monthly rate.

2. Home Phone II customers must subscribe to a qualifying long distance plan.

3. Home Phone II includes the following services and features:

- Residence Flat Rate Access Line

- Choice of the following features:
  Anonymous Call Rejection
  Busy Redial
  Call Forward Busy
  Call Forward No Answer
  Call Forwarding
  Call Forward Remote Access (where available)
  Call Return
  Call Waiting
  Call Waiting ID
  Caller ID
  Cancel Call Waiting
  Message Waiting Indication
  Selective Call Accept
  Selective Call Forward
  Selective Call Rejection
  3-Way Calling
  VIP Alert
  Voice Mail

(1) Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.

SECTION 19: PACKAGED SERVICES

13. HOME PHONE II[(1)]

B. Terms and Conditions

1. Home Phone II customers may terminate their enrollment in the plan at any time upon notice to the Company.

2. Unless terminated by the Home Phone II customer or the Company, a customer will remain enrolled in the plan, as amended from time-to-time, with any applicable changes in rate, for as long as the plan continues to be offered by the Company.

3. Home Phone II customers are not eligible for promotional offerings associated with the features included in the plan, unless specifically provided for in a promotional offering.

4. Components of Home Phone II will be converted to ala carte rates for the remaining services if customers remove any of the qualifying services.

5. All terms and conditions specified elsewhere for the respective services/features requested as part of this plan shall apply.

6. Services selected as part of this plan can only be provided where technically available and compatible with other services the customer may choose to order.

7. Home Phone II cannot be combined with any other discounts unless otherwise specified.

C. Monthly Rates

1. The monthly rate includes the Local Exchange Service, flat rate EAS (if applicable), and features only. All other recurring charges applicable to an access line apply to Home Phone II. Among other things, these include but are not limited to, surcharges, subscriber line charges, and taxes. Also, the monthly rate does not include the recurring charges for the qualifying long distance plan.

2. Service Charges, as specified elsewhere, apply for new and additional Home Phone II lines, and moves of existing lines.

3. Service Charges do not apply when Home Phone II replaces existing Local Exchange Service. Service Charges do apply when Customers request a change from Home Phone II back to Local Exchange Service.

	Residence Monthly Rate
Home Phone II [(2)]	$28.95

(1) **Effective June 11, 2017, Home Phone II is grandfathered. Availability to current customers is limited to lines in service at existing locations.**

(2) The customer must subscribe to either CenturyLink Communications, LLC Home Phone II per minute long distance plan or CenturyLink Communications, LLC Home Phone II Unlimited long distance plan to qualify for this bundle.

SECTION 19: PACKAGED SERVICES

14. CENTURYLINK BUSINESS BUNDLE

A. Description

CENTURYLINK LOCAL TERMS OF SERVICE: CENTURYLINK BUSINESS BUNDLE contains the terms and conditions for CENTURYLINK BUSINESS BUNDLE.

B. Rates and Charges

CenturyLink Business Bundle Per Line, Per Location	Monthly Rate [1]		Activation Fee
	Initial Bundle	2nd through 10th Bundle	
Month-to-Month	$55.00	$24.99	$50.00
Two-Year Term	**55.00**	**24.99**	**N/A**

(T) (T) (N)

15. SECOND LINE BUNDLE (2)

A. Description

A bundled service offering is available to residential customers with at least one residential one- party access line. The offering includes an additional residential one-party access line with Call Waiting. The Company will waive the appropriate nonrecurring charges for residential customers. If any required component of the service bundle is discontinued, discounts may no longer apply and/or all remaining components may convert to the regular monthly rate.

B. Rates

	Monthly Rate
Residential Bundle	$20.95

(1) **Monthly rates for the CenturyLink Business Bundle Unlimited long distance plan provided by CenturyLink Communications, LLC and for deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill.** (T) (T)

(2) Second Line Bundle was offered as a promotion and is grandfathered, with availability limited to customers in service.

SECTION 19: PACKAGED SERVICES

16. UNLIMITED NATIONWIDE CALLING OR ESSENTIAL HOME PHONE WITH 30 MINUTES LONG DISTANCE [1] (C)

A. Description

Terms and conditions for Unlimited Nationwide Calling OR Essential Home Phone with 30 Minutes Long Distance are located at:
http://www.centurylink.com/tariffs/LTOS_Residence_Unlimited_Nationwide_Calling_Package.pdf

B. Rates and Charges

Unlimited Nationwide Calling or Essential Home Phone with 30 Minutes Long Distance	Monthly Rate
Per package, per location	$35.00 [2]

(T)

[1] **Effective February 18, 2019, Essential Home Phone With 30 Minutes Long Distance is grandfathered. Availability to current customers is limited to lines and features in service at existing locations.** (C) | (C)

[2] Rate includes local services, features, fees and surcharges described in Section 3 (Application of Charges) of the CenturyLink Local Terms of Service for Unlimited Nationwide Calling or 30 Minutes Nationwide Long Distance Package. Monthly rates for the Unlimited Nationwide Calling or 30 Minutes Long Distance calling plan provided by CenturyLink Communications, LLC and for optional deregulated High Speed Internet provided by the Company are not included in this rate; however, the monthly rates for all these services will appear as a single line item on the customer's bill. (T)

SECTION 20: ADVANCED DIGITAL SERVICE- BASIC RATE INTERFACE (BRI)

1. GENERAL DESCRIPTION

a. Advanced Digital Service Basic Rate Interface (ADS-BRI) is a Single Line Business Exchange Service that provides access to Circuit Switched Voice Service and Circuit Switched Data Service.

b. ADS-BRI consists of Central Office facilities, including the outside plant facilities, extended from the Company's switching equipment to the customer's premises.

c. ADS-BRI utilizes an ADS basic rate interface that provides for two 64 Kbps "B" channels and one 16 Kbps "D" channel (2B+D).

d. Advanced Digital Service BRI National ISDN Standards

BRI provides for the following ISDN Lines:

BRI lines provide for features and capabilities that are standardized and available from Central Office switches so equipped. BRI lines utilize Customer-Provided Equipment that is standard and as such is not dependent on the type of serving Central Office switch.

2. SERVICE DESCRIPTIONS

a. Circuit Switched Voice Service per "B" Channel

Circuit Switched Voice Service provides the ability to originate and receive circuit switched voice calls over the 64 Kbps "B" channel.

(1) Standard Circuit Switched Voice Service Features

(a) Analog Line Pickups - an arrangement that allows analog lines to have a line appearance on a customer-provided Key Line set. This arrangement is limited to analog lines that are terminated in the same Central Office switch. This feature may limit the use of other features and/or functionality on the analog line.

(b) Call Hold - allows the user to hold one call for any length of time provided neither party goes on-hook. With a call on Call Hold, the station user holding the call can place another call.

(c) Call Transfer Individual - All Calls - this feature allows a station user to contact a third party while on a call, establish a three-way conversation and then drop off allowing the two other parties to remain connected.

(d) Call Number Display - the called number is displayed on compatible Customer Premises Equipment when an outgoing call is placed.

SECTION 20: ADVANCED DIGITAL SERVICE- BASIC RATE INTERFACE (BRI)

2. SERVICE DESCRIPTIONS (Cont'd)

a. Circuit Switched Voice Service per "B" Channel (Cont'd)

(1) Standard Circuit Switched Voice Service Features (Cont'd)

(e) Caller ID - provides for the display of the incoming telephone number on a Customer-provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.

(f) Denied Origination - allows call terminations, but prevents the origination of a call.

(g) Denied Termination - allows call origination, but prevents the termination of a call.

(h) Hunting - Incoming calls to a busy line appearance are redirected to a number to search for a line on which to complete the call. This may be another circuit switched voice channel, ADS station or analog line. The types of hunting are limited to sequential, circular and multiline. This feature may impact the use of Shared Call Appearance and Multiple Call Appearance in certain serving Central Offices.

(1) Sequential - each line of the hunt group has its own unique directory number. Hunting starts at the number dialed and ends at the last number in the hunt group.

(2) Circular - each line of the hunt group has its own unique directory number. All lines in the hunt group will hunt regardless of which number was dialed.

(3) Multiline - only a pilot number is associated with a Multiline Hunt Group. Hunting starts at the pilot directory number and ends at the last line in a sequential fashion.

Multiple Call Appearances - provides up to four appearances of the number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network, and/or may originate unique dial tone for additional outgoing access (see Additional Multiple Call Appearance for applications that require more than four call appearances on the same device.) This feature may impact the use of Shared Call Appearance in certain Central Offices.

SECTION 20: ADVANCED DIGITAL SERVICE- BASIC RATE INTERFACE (BRI)

2. SERVICE DESCRIPTIONS (Cont'd)

a. Circuit Switched Voice Service per "B" Channel (Cont'd)

(1) Standard Circuit Switched Voice Service Features (Cont'd)

(j) Shared Call Appearance - provides the capability to terminate configured in a Single Call Arrangement (SCA). SCA allows only one set to be active (either originating or terminating) on the Shared Call Appearance at any given time. Manual Exclusion capabilities are available in this arrangement.

(k) Three Way Conference Calling - permits the customer to add a third party to an established connection without the aid of an operator. The quality of transmission on three-way calls may vary depending on the distance and routing necessary to complete the call.

(2) Optional Circuit Switched Voice Features

(a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even through no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

(b) Additional Multiple Call Appearances - provides additional call appearances, beyond the initial four appearances of a station's primary directory number or secondary telephone number on the same instrument. These appearances may provide additional access from the public network and/or may originate unique dial tone for additional outgoing access.

(c) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in the Custom Calling Services section of this Guidebook.

(d) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in the Custom Calling Services section of this Guidebook.

(e) Call Forwarding - Variable -(Selective Call Forwarding) provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in the Advanced Calling Services section of this Guidebook.

SECTION 20: ADVANCED DIGITAL SERVICE- BASIC RATE INTERFACE (BRI)

2. SERVICE DESCRIPTIONS (Cont'd)

a. Circuit Switched Voice Service per "B" Channel (Cont'd)

(2) Optional Circuit Switched Voice Features (Cont'd)

(f) Call Return - enables a customer to place a call to the telephone number associated with the most recent call received, whether or not the call was answered or the number is known. The customer can then dial a code to request the network to place the call. If the called line is not busy, the call is placed, If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up, and a queuing process begins. For the next thirty (30) minutes, both the calling and the called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone, the call will be placed automatically. Charges and rates for this optional feature are specified in the Advanced Custom Calling Services section of this Guidebook.

(g) Intercom Calling - allows a voice user to be able to call another voice user within the electronic key telephone service (EKTS) intercom group without affecting the busy/idle status of any of the directory numbers (DNs) of the calling voice user. Intercom groups can consist of just one other voice user, requiring no intercom address, can consist of two to ten voice users, requiring a one-digit intercom address, or can consist of two to one hundred voice users, requiring a two-digit intercom address. This is a form of abbreviated dialing in that one voice user can dial another by simply hitting the intercom button and then dialing no digits, one or two digits respectively.

(h) Message Waiting Indicator - provides the ability to indicate to the ADS station user that they have a voice or electronic message waiting at their Message Storage and Retrieval (MSR) System. the Message Waiting Indicator may be used to present either a visual or audible signal to the user as determined by the customer's equipment.

(i) Repeat Dialing - when activated, this feature automatically redials the last number the customer attempted to call. If the called line is not busy, the call will be placed. If the called line is busy, a confirmation tone or announcement is heard, the customer hangs up and a queuing process begins. For the next thirty (30) minutes, both the calling and called lines are checked periodically for availability to complete the call. If, during the queuing process the called line becomes idle, the customer is notified via a distinctive ring that the network is ready to place the call. When the customer picks up the telephone the call will be placed automatically. Charges and rates for this optional feature are specified in the Advanced Calling Services section of this Guidebook.

(j) Secondary Telephone Number - provides an additional telephone number and one call appearance which is not physically terminated, but exists in the programming of circuit switched voice. The additional directory number, while not terminated on a dedicated facility, may be accessed from the network, and may originate unique outgoing dial tone from one instrument that has another directory number as its primary directory number.

SECTION 20: ADVANCED DIGITAL SERVICE- BASIC RATE INTERFACE (BRI)

2. SERVICE DESCRIPTIONS (Cont'd)

a. Circuit Switched Voice Service per "B" Channel (Cont'd)

(2) Optional Circuit Switched Voice Features (Cont'd)

(k) Station-Controlled Conference (6 Port) allows a station user to establish a conference call consisting of a maximum of six conferees, including the originator of the call.

(l) Speed Calling - permits the customer to establish a group of eight or thirty separate seven or ten digit telephone numbers which she/he may then call by keying abbreviated codes rather the complete telephone numbers. Charges and rates for this optional feature are specified in the Custom Calling Services section of this Guidebook.

b. Circuit Switched Data Service Per "B" Channel

Provides the ability to originate and receive circuit switched data calls over the 64 Kbps "B" channel. Data line speeds up to 64 Kbps are permitted.

(1) Standard Circuit Switched Data Service Features

(a) Caller ID - provides for the display of the incoming telephone number on a customer provided device attached to the Customer's access line or on a telephone or answering machine equipped with a built-in display screen. Caller ID Service will forward the calling number from the appropriately equipped terminating Central Office to the Customer-provided display device. The Company will forward all telephone numbers subject to technical limitations.

(b) Clear Channel Capability - is provided since all signaling and control functions are handled by the "D" Channel. This allows all 64 Kbps on each "B" Channel to be used for customer information over the ADS-BRI access line. Calls may be either 56 or 64 Kbps depending on the network capabilities in place between ADS-BRI access line and the distant end of the call.

(c) Denied Origination - allows call terminations, but prevents the origination of the call.

(d) Denied Termination - allows call origination, but prevents the termination of the call.

(e) Hunt Group for Shared Data Access - provides the automatic search of a group of shared ports to find an available port in response to a connection request. The types of hunting are limited to Sequential, Multiline and Circular.

SECTION 20: ADVANCED DIGITAL SERVICE- BASIC RATE INTERFACE (BRI)

2. SERVICE DESCRIPTIONS (Cont'd)

b. Circuit Switched Data Service Per "B" Channel

(2) Optional Circuit Switched Data Service Features

(a) Additional Call Offering - provides notification to an ADS user that a call directed to that user is present at the service switch, even though no B Channel can be allocated for the call. Once notified, the user may free up a B Channel (by clearing another call or placing another call on hold) in order to accept the additional call. This feature provides similar functionality as that provided by Call Waiting for the analog telephone user.

(b) Call Forwarding - Busy Line - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station is in a busy condition. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in the Custom Calling Services section of this Guidebook.

(c) Call Forwarding - Does Not Answer - provides the option of fixed forwarding of a station's incoming calls to a predetermined number if the station does not answer. This is established and changed by the Telephone Company. Charges and rates for this optional feature are specified in the Custom Calling Services section of this Guidebook.

(d) Call Forwarding - Variable - (Selective Call Forward) provides the option of forwarding all the station's incoming calls to variable stations. This feature is established and changed by the station user. Charges and rates for this optional feature are specified in the Advanced Calling Services section of this Guidebook.

c. Alternate Circuit Switched Voice Service/Circuit Switched Data Service Per "B" Channel

(1) Alternate Circuit Switched Voice Service/Circuit Switched Data Service provides the ability to originate and receive either Circuit Switched Voice calls or Circuit Switched Data calls over a single "B" channel but not simultaneously. This arrangement is available where technology permits.

(2) The standard and optional features that are applicable to Circuit Switched Voice Service and Circuit Switched Data Service are also applicable to this service.

SECTION 20: ADVANCED DIGITAL SERVICE- BASIC RATE INTERFACE (BRI)

3. REGULATIONS

a. Provision of Service

(1) ADS-BRI is provided at the option of the Telephone Company and is furnished subject to Central Office switching capacity and the availability of outside plant facilities.

(2) Where available, a maximum of 8 services, two of which may be "B" channel services, are permitted for each ADS-BRI line.

(3) The availability, functionality and capabilities of the ADS-BRI features may vary by type of serving Central Office switch.

b. Directory Listings

(1) The Telephone Company will furnish without charge one primary directory listing for each ADS-BRI line. Additional listings may be provided as specified for Additional Listing Service in the Directory Listings section of this Guidebook.

c. Transmission Specifications

(1) An ADS-BRI line consists of non-loaded two-wire facility.

(2) The standard transmissions parameters for an ADS-BRI line utilizing an ADS Basic Rate Interface (BRI) consists of:

A maximum of 42db loop loss at a 40 KHz test tone terminate into a 135 ohm impedance. The 42db loss includes all Central Office facilities, outside plant facilities and inside wiring.

d. Interface Specifications for Customer-Provided Equipment (CPE)

(1) All CPE used to interface with ADS-BRI is required to conform with Technical Reference Specifications as used by the Telephone Company.

e. Payment for Service

(1) Advanced Digital Service-BRI is offered under a monthly plan commencing on the date service is established.

(2) Temporary Suspension of Service is not offered with BRI.

f. Cancellation of Service Prior to Establishment of Service

(1) In the event a customer initiates cancellation of equipment and facilities before completion, or after installation is completed, but prior to service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

g. Government Entity

(1) Any Government Entity may authorize any other Government Entity to use its ADS-BRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

SECTION 20: ADVANCED DIGITAL SERVICE- BASIC RATE INTERFACE (BRI)

4. APPLICATION OF CHARGES AND RATES

a. Flat rated BRI provides for unlimited usage at the monthly rate as specified below.

b. Circuit Switched Voice calls will be subject to Extended Community Calling Local Messages charges or Long Distance Message Telecommunications Service charges as specified elsewhere in this Guidebook.

c. Circuit Switched Data calls will be subject to Extended Community Calling Local Message charges or Long Distance Telecommunications Service charges as specified elsewhere in the Guidebook.

5. CHARGES AND RATES

The following charges and rates are in addition to the charges and rates for any other services to furnish a communications system.

Advanced Digital Service BRI	Install Charge	Monthly Rate	
a. Flat Rate (Unlimited usage)	$65.00	$95.00*	
	Install Charge	Month to Month	
		Res.	Bus.
b. Rearrangements Charges (Additions Deletions and Changes for:			
Circuit Switched Voice Service, Per Customer Request	**		
Circuit Switched Data Service, Per Customer Request	**		
c. Optional Service Features			
Additional Call Offering	$5.00	$2.50	$2.50
Additional Multiple Call Appearance, each	$5.00	$2.50	$2.50
Intercom Calling	$5.00	$2.00	$2.00
Message Waiting Indicator, each	$5.00	$3.00	$3.00
Secondary Telephone Numbers, each	$5.00	$2.00	$2.00
Station Controlled Conference - 6 Port	$5.00	$4.50	$4.50

* Rates do not include access to the "D" Channel or the ability to transport data over the "D" channel.
** Service Charges as stated elsewhere in this Guidebook apply.

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI **

A. General Description

Integrated Services Digital Network (ISDN) - Primary Rate Interface (PRI) is a digital business service that provides access from a customer premises to the Company's circuit switched voice and circuit switched data, via a 1.522 Mbps central office termination and a 1.544 Mbps channel to the customer's premises. ISDN-PRI service includes the transport, common equipment, local exchange switching and trunks for access to the local exchange and toll networks. ISDN-PRI and other local services are offered on an end user basis only. Use of such service for transmitting interexchange traffic that does not either originate or terminate at the customer premises is prohibited.

Local service, including PRI and local private lines is to be used for the origination and termination of local traffic and appropriate switched interexchange traffic. The use of any local facility for the purpose of originating or terminating non-switched interexchange voice traffic is prohibited. This applies to any voice traffic including that which is converted to or from packet data for interexchange transmission

B. Definitions

1. ISDN-PRI Facility and Common Equipment - This element includes the digital DS1 facility, transmitting at a rate of 1.544 Mbps, and the common equipment necessary to interface each of the 24 channels into the central office switch.

2. "B" Channel - (Bearer Channel) is a 64 Kbps digital channel capable of transporting circuit switched data and circuit switched voice. "B" channels can be dedicated to either circuit switched data (CSD) or circuit switched voice (CSV) services, or they may alternate these service types by using the Call-by-Call feature.

3. "D" Channel - (Delta Channel) is a 64 Kbps digital channel used to transport signaling and control information, including out of band signaling. Where technology permits, "D" channels can be shared by additional PRIs for the same customer.

4. Out of Band Signaling - is a signaling that is separated from the channel carrying the circuit switched data and voice services.

5. Unlimited Local Usage – is an optional plan that provides a flat monthly rate for unlimited local usage on circuit-switched voice and circuit-switched data traffic.

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

C. Terms and Conditions

This section addresses provisioning of service, central office availability with associated charges, reselling & government entities, equipment interface specifications, contract periods, cancellation & early termination charges, service substitution, subsequent activity charges, and temporary suspension of service.

1. Provisioning of Service

a. ISDN-PRI is provisioned on a clear channel 1.544 megabit per second (Mbps) facility. The channel may be a DS1 or other suitable facility using the ISDN architecture of 23 "B" channels and one "D" channel (23 B+D) or 24 "B" channels to provide the customer with the capabilities of simultaneous access, transmission and switching of voice, data and imaging services via channelized transport. The ISDN-PRI facility for all channels may be provisioned on an existing DS-3 facility at the discretion of the Company.

b. ISDN-PRI provides the capability to transport customer information in the form of circuit-switched voice or data up to 64 Kbps over any "B" channel. One "D" channel can control up to 20 PRI trunks. In these cases, a single "D" channel in one ISDN-PRI trunk handles all signaling and control functions of the other trunks in the arrangement, which allows supplemental trunks to consist of 24 "B" channels.

(D)
|
(D)

c. For ISDN-PRI facilities requiring loops greater than three miles in length, an ISDN-PRI loop transport rate applies per facility. (T)

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

C. Terms and Conditions (Cont'd)

2. Central Office Availability

a. ISDN-PRI is provided at the option of the Company and can only be provided from digital Central Offices equipped and programmed to provide such service and the customer's serving wire center is ISDN-PRI capable. The availability, functionality and capabilities of ISDN-PRI features may vary by serving Central Office.

b. If ISDN is available from a customer's normal serving central office, the customer must accept service from that office and ISDN Foreign Central Office/Foreign Exchange is not available to the customer.

c. If ISDN is not available from a customer's normal serving central office, the Company may choose, at the Company's discretion, to provide service from an alternate (or foreign) ISDN-capable central office (determined by the Company).

d. If this office is within the calling scope/EAS of the exchange where the customer is served, no additional charges will apply for the transport between those two exchanges in order to provide the service. However, if they are not in the same EAS area, then additional FX and/or transport charges will apply.

e. When ISDN-PRI service is provided from another central office, the customer will utilize the feature availability and dialing plan associated with that central office.

f. When ISDN service becomes available from the customer's normal serving central office, the customer will accept a number change to a number associated with the ISDN serving central office. The customer will be subject to calling areas associated with the normal serving central office, as specified in Company's tariffs and/or this Guidebook. No charge will apply to transfer the customer back to their normal serving central office as set forth above.

g. If the customer does not wish take ISDN service from the normal serving central office after the service is available from their office, but continues to utilize service from an alternate serving central office, then additional FX and/or transport charges will apply.

h. Each ISDN-PRI trunk group is provided with one telephone number. Additional numbers may be purchased at the rates for DID service specified elsewhere in this Guidebook.

i. Any services in addition to ISDN-PRI services must be subscribed to under separate sections of this Guidebook. Private Line arrangements or Special Access Services used to transport ISDN-PRI from a foreign central office are subject to rates, rules, and conditions as set forth elsewhere in this Guidebook.

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

C. Terms and Conditions (Cont'd)

3. Reselling & Government Entities

a. Except as specified for Government Entity, ISDN-PRI shall not be used for any purpose for which any consideration is rendered to pay any party other than the Company.

b. Any Government Entity (as defined elsewhere in this Guidebook) may authorize any other government entity to use its ISDN-PRI. In such cases, the initial primary user will be considered the customer and will be responsible for the payment of all the incurred nonrecurring charges and monthly rates.

4. This section intentionally left blank

5. Equipment Interface Specifications

All customer-provided equipment (CPE) used to interface with ISDN-PRI is required to conform with Technical Reference Specifications as used by the Company.

6. Contract Periods

a. The minimum contract period is one month from the date service or additions to service are established and the minimum charge is the authorized rate for one month under a monthly plan or on a contractual basis. For purposes of rate administration each month is considered to have 30 days.

b. The Company may require a contract period longer than one month at the same location in connection with special types or arrangements of equipment necessary to meet specific demands for service.

c. ISDN-PRI is offered on a month-to-month basis. The provision if ISDN-PRI service on a month-to-month basis is dependent on the availability and capacity of Central Office facilities. Month-to-month prices will be subject to Company-initiated price adjustments.

d. ISDN-PRI is offered under a term contract. Customers may subscribe to ISDN-PRI service for an extended period under a term contract which allows a customer to select a 12, 36, or 60 month contract.

e. During the length of the selected term contract, monthly rates for service elements ordered under the plan are subject to change (increase or decrease) as Company-initiated price changes become effective. However, any price change will not cause the monthly rate for respective service elements to exceed the price that was in effect at the beginning of the selected contract term.

f. During the term commitment period, the customer may add ISDN-PRI services at the same monthly rate specified in the customer's original term commitment.

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

C. Terms and Conditions (Cont'd)

6. Contract Periods (Cont'd)

g. Upon fulfilling the term contract period, if a customer does not elect a new Term contract and does not request discontinuance of service, service will be continued at the month-to-month rates then currently in effect. If the customer elects a new contract term, the rates and options in effect at that time would apply. No installation charges, however, will apply for service continuance whether under a month-to-month or term contract basis.

h. With the written permission of the Company, the obligation to pay the term contract charges for ISDN-PRI service may be assumed by another customer if the service has not been terminated and if the other customer intends to continue using the service at the present location and actually continues such use. Such assumption of service does not relieve or discharge the original customer from remaining jointly or severally liable with the transferee for any and all obligations existing at the time of the transfer until the term contract is fulfilled. Service installation charges for ISDN-PRI will not apply for this transference, however, other charges outlined in this Guidebook may apply. A subsequent activity charge for ISDN-PRI will apply if any changes are made to the configuration of the current ISDN-PRI service.

i. During a term contract period, a customer may convert to a new term contract of the same or different length if the expiration date for the new contract is beyond the expiration date or the current contract. The new term contract becomes effective upon execution. Customers may also change from a month-to-month arrangement to a term contract. No credit for months under the previous term contract or under the month-to-month plan may be transferred to the new term contract. The customer incurs no liability for the remaining months of the prior term contract since the change is not considered a termination of service. The prices applicable for the new term contract are those currently in effect at the time of transfer. No installation charges will apply for a contract change.

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

C. Terms and Conditions (Cont'd)

7. Cancellation, Moves, & Early Termination Charges

a. In the event a customer cancels their order for ISDN-PRI service prior to the service being established, the loss on equipment and facilities in process of building or being installed, cost of installation labor, cost of removal and other expenses, not to exceed the installation charge(s), will apply.

b. In the event ISDN-PRI service is terminated by the customer prior to completion of the contract period, the customer shall be liable for early termination charges equal to one-half (50%) of the un-expired portion of the applicable contract period for each ISDN-PRI prematurely terminated. In addition to the termination charge, the customer shall also be liable for any unpaid and deferred system and line installation charges.

c. Termination charges are not applicable to changes in the physical location of the ISDN-PRI service so long as the service originates in the same serving central office area and the customer retains the current term contract or converts to a new term contract having an expiration date beyond that of the current term contract. Non-recurring charges for the re-design of the ISDN-PRI service will apply. The customer will experience some down-time on the ISDN-PRI service during the physical move of the transport element.

d. Termination charges do apply to changes in the physical location of ISDN-PRI when the new ISDN-PRI service originates in a different serving central office area. The current ISDN-PRI contract will be terminated and the ISDN-PRI service provided at the new location will be treated as a new installation.

e. At the option of the Company, and where technology, regulations, and availability permit, customers may elect to change the physical location of their ISDN-PRI service to a different serving central office location, yet retain the ISDN-PRI service out of the existing location by converting to Foreign Exchange service. Termination charges are not applicable when the customer retains the current term contract or converts to a new term contract with an expiration date beyond that of the current term contract. Non-recurring charges for the re-design of the ISDN-PRI service will apply and the customer will experience some down-time during the physical move of the transport element.

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

C. Terms and Conditions (Cont'd)

8. Service Substitution

a. A customer may establish ISDN-PRI services as a replacement to similar services whether or not those services are under a term contract at the time of substitution. In either case, specific non-recurring charges associated with service substitution will apply.

b. If the services being replaced are under a term contract at the time of substitution, early termination charges will not be applied if the customer contracts for ISDN-PRI service under an equal or longer term that commences upon the delivery of the ISDN-PRI service.

c. The following services qualify as substitute services for which the aforementioned conditions will apply. Each of these services is described elsewhere in this Guidebook.

(1) DSS (Digital Switch Service) – including the DS-1 facility and the corresponding channel components.

9. Subsequent Activity Charge

The ISDN-PRI Subsequent Activity Charge (SAC) is applicable for any changes to customer configurations after the initial installation. The SAC is applicable per occurrence and not based on the number of trunks.

10. Temporary Suspension of Service

The Company may, following five (5) days written notice, refuse to furnish, or may terminate the service and remove its equipment under the following circumstances, provided suitable notice has been given to the customer:

a. Upon the continuance of any unpaid regulated amount due for a period of five (5) days following temporary suspension;

b. Upon objection to the furnishing of a service made in writing by or on behalf of any governmental law enforcement agency acting within its jurisdiction, on the grounds that such service is, or will be, used for an illegal purpose;

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SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

C. Terms and Conditions (Cont'd)

10. Temporary Suspension of Service (Cont'd)

c. Upon the use of a service in such a manner that, in the opinion of the Company, constitutes abuse or fraud or may tend to injuriously affect the efficiency of the Company's plant, property, or service; or

d. Upon a violation of any of the regulations governing the furnishing of this service.

D. Standard Features

The following features, where from a specific central office, are offered to the customer as part of the ISDN-PRI service at no additional charge.

1. Caller Number Identification - Allows the caller's number, if not blocked, to be displayed on compatible CPE when an incoming call is received, including calls made to Direct Inward Dialing (DID) Service telephone numbers.

2. Caller Name Delivery - Allows ISDN Calling Name Identification with call control to send calling party information to ISDN Class II equipment.

3. Call-By-Call Service Selection - Provides an option to the dedicated channel configuration by allowing channels to be configured to access multiple services on a per call basis. With this feature, separate facilities are not required for individual services, such as DID, **DOD, and** local switched access lines; nor do services require a dedicated "B" channel. (D)

4. Clear Channel Capability - Is a characteristic of the transmission paths on the "B" channels for ISDN-PRI service that allows the full bandwidth on each "B" channel, 64 Kbps, to be available to the customer. However, depending on the telecommunications network configuration, customer information may be transmitted at either 56 Kbps or 64 Kbps.

5. "D" Channel Backup - Provides a backup "D" channel for a failed "D" channel. This arrangement can be used where multiple ISDN-PRI's share a single "D" channel. A predetermined channel on another ISDN-PRI automatically takes over the signaling and control functions for circuit switched data and voice calls.

6. "D" Channel Control of Multiple ISDN-PRI lines / NFAS - Provides the capability for a single "D" channel to provide the signaling and control information for up to 20 ISDN-PRIs. This arrangement allows the twenty-fourth channel on one or more ISDN-PRIs to be available for incoming or outgoing voice and circuit switched data. This feature is also known as Non-Facility Associated Signaling (NFAS).

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SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

D. Standard Features (Cont'd)

7. Dedicated Trunk Groups - Allow all 23 "B" channels (24 for subsequent trunk groups where technology permits) to be used as stand alone trunk groups. Each "B" channel is capable of handling incoming or outgoing voice and circuit switched data.

8. Digital Voice Transmission - All voice calls are terminated using digital signaling.

9. Direct Inward Dialing (DID) - Permits incoming dialed calls from the exchange network to reach a specific number served by the customer premises equipment without the assistance of an attendant or otherwise provides for unique identification of the call based on digits sent to the customer premises equipment by the Central Office. ISDN-PRI will out-pulse digits to the CPE which can further process the calls as desired. Additional charges found elsewhere in this Guidebook will apply for the DID blocks of numbers.

10. Equal Access - Allows the customer to pre-select an inter-exchange carrier for each trunk group enabled for circuit switched data and voice services.

11. PBX Station ID Capability - Allows the station user's number (calling party) to be transmitted over the ISDN-PRI "D" channel from DID equipped CPE PBXs that use the ISDN-PRI service. This number is provided by the originating station and must have an associated DID telephone number working in the central office.

12. Unlimited Local Usage - Allows ISDN-PRI customers to pay a flat rated monthly charge for usage on circuit-switched voice and circuit-switched data traffic rather than Local Usage Charges described elsewhere in this Guidebook. This applies only to Local Service Areas as defined in this Guidebook. It does not apply to Extended Community Calling exchanges nor can it be combined with other service packages.

E. Reserved for Future Use

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

1. ISDN-PRI (Cont'd) **

F. Application of Charges and Rates

1. The rates and charges shown herein apply in addition to all other applicable rates and charges shown elsewhere in the Company's Guidebook.

2. Circuit Switched Voice calls will be subject to Long Distance Message Telecommunications Service charges as specified elsewhere in this Guidebook, if applicable.

3. Circuit Switched Data calls will be subject to Local Usage sensitive rates based on minutes of use for local and Extended Community Calling Service or Long Distance Telecommunications Service charges as specified elsewhere in this Guidebook.

4. This service is only provided where the software has been installed in the switch where the service has been requested.

G. Charges and Rates

		Nonrecurring	Monthly Contract Rates			
		Charge	Month-Month	12-Month	36-Month	60-Month
1.	ISDN-PRI Access Line, each (1),(2)	$1,200.00	$1110.00	$1065.00	$985.00	$935.00
2.	Substitutional Service Installation	$600.00				
3.	Subsequent Activity Charge (SAC)	$200.00				
4.	ISDN-PRI Loop Transport Per ISDN-PRI facility Each mile over 3 miles		$60.00	$60.00	$60.00	$60.00

(1) A customer establishing ISDN-PRI as a replacement to a service as outlined in C.8, may pay the Substitutional Service Installation Charge rather than the standard installation charge for ISDN-PRI Service.

(2). If DID and/or Answer Supervision are required additional charges from the DID Service Section of this Guidebook will apply.

** *This service is limited to existing facilities in service at existing locations for current customers. Current customers may migrate existing services to Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service at any time without incurring any Nonrecurring Charges or Service Charges. TDP customers may migrate existing services without incurring termination liability charges when they select a commitment period equal to or greater than the length of time remaining under their existing TDP.*

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE

A. Terms and Conditions

At LOCAL TERMS OF SERVICE: CENTURYLINK INTEGRATED SERVICES DIGITAL NETWORK ("ISDN") the following information will direct you to the applicable Local Terms of Service document which contains the terms and conditions for Integrated Services Digital Network-Primary Rate Interface (ISDN-PRI) Business Service:

State: Tennessee
Entity: CenturyTel of Claiborne, Inc.
Service: CenturyLink ISDN-PRI Services

Termination Liability Charges as described in the aforementioned Local Terms of Service document will apply if a Customer disconnects all or a portion of the ISDN-PRI Business Service prior to the expiration of the TDP.

B. Rates

The rates, charges and regulations for a 1.544 Mbps interoffice channel apply in addition to the following rates for the interoffice facilities of an interexchange ISDN-PRI Business service arrangement.

1. ISDN-PRI Business Service Arrangement with Two-Way Primary Rate Interface (23-B + D and 24-B)

	Monthly Rate	Nonrecurring Charge (Initial)	Nonrecurring Charge (Add'l*)
Month-to-month (6 mo. Min.)	$1,110.00	$ 650.00	$ 0.00
One Year	1,065.00	450.00	0.00
Two Years	1,065.00	250.00	0.00
Three Years	985.00	0.00	0.00
Five Years	935.00	0.00	0.00

* Additional facilities must be installed at the same customer designated premises on the same trip and placed on the same service order.

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE (CONT'D)

B. Rates (Cont'd)

2. Optional Features

	Monthly Rate	Nonrecurring Charge
a. 2 B-Channel Transfer (1) Per Primary Rate Interface	$ 75.00	$ 100.00
b. Call-by-Call/Integrated Service Access Feature Capability Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	50.00	35.00
c. Circular Hunt (1) Per Primary Rate Interface	25.00	0.00
d. D-Channel Backup (2)	50.00	20.00
e. E911 Call Screening (1) Per Primary Rate Interface (up to 100 station numbers)	125.00	0.00
f. Incoming Call Identification (Caller ID Name and Number) Per Primary Rate Interface	100.00	0.00
g. Main Number ID Capability	0.00	0.00
h. National ISDN-2 Protocol (1) Per Primary Rate Interface	0.00	0.00
i. Network Ring Again (1) Per Primary Rate Interface (Available with Two-Way Primary Rate Interface only)	160.00	0.00
j. Premium Package,(3) per Primary Rate Interface, which includes: National ISDN-2 Protocol (1) E911 Call Screening (1) Incoming Call Identification (Caller ID Name and Number) Call-by-Call/Integrated Service Access Feature Capability 2-B Channel Transfer (1)	195.00	150.00

(1) Certain equipment restrictions apply.
(2) Available only to customers subscribing to more than one Primary Rate Interface.
(3) Only available for customers subscribing to ISDN-PRI Two-way arrangement under a Term Discount Plan.

SECTION 21; INTEGRATED SERVICES DIGITAL NETWORK – PRIMARY RATE INTERFACE

2. INTEGRATED SERVICES DIGITAL NETWORK - PRIMARY RATE INTERFACE (ISDN-PRI) BUSINESS SERVICE (CONT'D)

B. Rates (Cont'd)

3. Nonrecurring Charges

a. Service Change Charge

1. For termination change at the same premises, Physical, per ISDN-PRI Business Service arrangement $165.00

2. For termination CHANGE at the same premises, Programming, per ISDN-PRI Business Service arrangement 35.00

b. Premises Visit Charge

per ISDN-PRI Business Service arrangement 125.00

c. Move Charge

The Move Charge is equal to the sum of the Service Change Charge plus the Premises Visit Charge.

SECTION 22: LOCAL EXCHANGE SERVICE

This Guidebook applies to the Local Telephone Exchange Services of the CenturyTel of Claiborne, Inc., hereinafter referred to as the Telephone Company in its exchanges as follows:

Exchange	County
New Tazewell	Claiborne
Sharps Chapel	Union

A. The following schedule of rates entitles subscribers to an unlimited number of messages to all stations bearing the designations of central office serving the New Tazewell and Sharps Chapel exchanges and to subscribers in the exchange service area of Cumberland Gap, Tennessee.

Type of Service	Monthly Rates	
	New Tazewell	Sharps Chapel
One-Party (1-PTY) Residence (1)	$23.50	$23.50
One-Party (1-PTY) Business, with or without Hunting Service (2)	37.00	37.00
Key Trunk, with or without Hunting Service (2)	52.45	52.45
PBX Trunk, with or without Hunting Service (2)	57.95	57.95
COCOT	33.50	34.50

B. COUNTY-WIDE CALLING

In addition to the local calling areas, toll free calling on a (1+) or (0+) basis is provided between all local exchange service located within the same county.

All operator assisted calls and credit card calls between these exchanges, and intra-county toll calls that terminate to a Local Exchange Company that is not participating in County-Wide Calling, are subject to rates, except for Operator Services, described in the Message Telecommunications Service section of this Guidebook.

County-Wide Calling is not provided to the following:

1. Sent paid Customer-Provided Public Telephone Service (D)

2. Originating Cellular Service
3. Quoted Charges (calls originating at Hotel/Motel/Hospital)
4. Foreign Exchange Service
5. Remote Call Forwarding

C. METRO AREA CALLING

Non-rated, two-way calling will be provided between Tennessee subscribers in the core metropolitan exchanges of Knox County and subscribers in the exchange of Sharps Chapel.

Home Exchange	Metro Area Calling Core Exchanges
Sharps Chapel	Concord, Halls Cross Roads, Knoxville, Mascot, Powell, Solway

(1) As of December 1, 2016, Hunting Service is no longer available for Residential lines.
(2) Prior to December 1, 2016, lines equipped with Hunting Service were subject to a $2.00 charge in addition to the local exchange service rate. These rates now include charges for Hunting Service.

SECTION 22: LOCAL EXCHANGE SERVICE

HUNTING SERVICE

General

1. **Hunting Service** provides a feature where groups of telephone numbers are linked together so that if any one number in the group is busy when called, subsequent numbers are searched until an idle telephone number is connected.

2. When a hunt number is dialed, the Central Office equipment will connect the call to that line. If that line/trunk is busy, the Central Office equipment hunts for the first available idle line/trunk in sequence behind that line/trunk. When the first idle line/trunk is found, the call rings through on that line/trunk.

3. The Central Office will continue hunting through the sequence until it has searched through the entire group.

4. Should all of the lines/trunks in that group be busy, the Central Office equipment will return a busy signal to the caller.

5. This offering is for terminal line/trunk hunting. Customized hunting may be provided when technically feasible and the proper equipment is available.

6. When the hunt feature is to be added to lines/trunks, and no other service order related work is being performed on that line/trunk, then service order charges will apply.

7. The monthly rate for each line or trunk in a hunting arrangement is as specified in Section 22.A. of this *Local Terms of Service.*

SECTION 22: LOCAL EXCHANGE SERVICE

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SECTION 22: LOCAL EXCHANGE SERVICE

CONCESSIONS TO SCHOOLS FOR SCHOOL/PARENT SYSTEMS

General

Access Line Discounts are provided to schools (grades K - 12) and public libraries using auto dialers/voice mail communication systems.

Regulations

1. Discounts will apply to lines installed for the sole purpose of school/parent communication systems.

2. Schools will only be permitted one credit per 100 students, or fraction thereof.

3. Only one credit will be issued per line.

4. Autodialers are to be used only to contact persons providing written consent to the school or public library to be contacted or to contact parties authorized to act on behalf of persons providing written consent.

CONCESSIONS FOR IN-CLASS COMPUTER ACCESS

General

Access Line Discounts are provided to schools or public libraries using telephone lines for in-class use of computers and modems to access various information databases and shared educational programs as well as accessing students in other classrooms for the purpose of sharing information and learning experiences. A discount will also be provided for telephone lines used for teacher workroom use of computer and modems to access various informational databases and to share information and ideas with other teachers in an effort to enhance the educational experience of the students.

Regulations

1. This offering is available to full-time educational institutions, grades K through 12, colleges, universities, that are eligible for accreditation by the Southern Association of Colleges and Schools and public libraries.

2. The telephone lines described above shall not be used to replace existing administration lines.

3. Directory listings will not be provided for these lines.

4. Non-recurring charges will be billed at residence rates.

5. All rules and regulations that appear in other sections of this Guidebook shall apply unless otherwise stated herein.

SECTION 22: LOCAL EXCHANGE SERVICE

CONCESSIONS FOR IN-CLASS COMPUTER ACCESS

Discounts

1. Discounts will apply to schools and all public libraries with access lines used for School/Parent Communications Systems and for In-Classroom Computer Access as described in D. and E., above.

2. Discounts will apply as follows:

   a. For flat rate business lines, a credit equal to the business flat rate less the residential flat rate.

   b. For Key and PBX trunks, a credit equal to the Key or PBX Trunk less the residential flat rate.

   c. For measured business lines, a credit equal to the business measured rate less the residential measured rate.

   d. For Centrex service, a credit equal to the Network Access rate less the residential rate (flat rate).

CONCESSIONS FOR ADVANCED DIGITAL SERVICE

1. Discounts will apply to schools (grades K - 12 and vocational) when Advanced Digital Service (ADS) becomes available such that ADS will be offered at the residential ADS rate.

SECTION 22: LOCAL EXCHANGE SERVICE

CENTURYLINK LINE VOLUME PLAN (CLVP)

A. Terms and Conditions

See LOCAL TERMS OF SERVICE: CENTURYLINK LINE VOLUME PLAN ("CLVP") for the description, terms and conditions for CLVP. Termination liability charges and/or shortfall charges apply as specified therein, if all or a portion of the services under CLVP are terminated prior to the expiration of the initial commitment period or if Customer's account falls below the minimum line requirements.

B. Rates

1. Flat Rate Business Service, per Individual Line, Key Line, and/or Key Trunk, per month (1)

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	$33.99	$32.99
50 - 499	32.99	31.99
500 - 999	31.99	30.99
1000 - 3000	30.99	29.99

2. Optional Services

LVP Feature Package, per line/ trunk, per month

Number of Lines (Tier)/Minimum Line Requirement	Two Year Term	Three - Five Year Terms
10 - 49	$5.00	$5.00
50 - 499	5.00	5.00
500 - 999	5.00	5.00
1000 - 3000	5.00	5.00

(1) Touch Tone calling service and Trunk Hunting, where applicable, are included in these rates.

SECTION 23: MESSAGE TELECOMMUNICATIONS SERVICE

The legal rates and regulations, except for Operator Services, approved for the AT&T Tennessee General Exchange Guidebook shall apply for intrastate toll telephone service.

SECTION 24: PRIVATE LINE SERVICE

APPLICABILITY

Applicable to Private Line Service furnished or made available by the Company between its points and points reached over facilities of connecting companies.

TERRITORY

Between points in the State of Tennessee where the respective rate centers of such points are located in said state.

CenturyTel of Claiborne, Inc. concurs in the standard toll rates, rules and regulations governing such communications as filed by AT&T General Exchange Guidebook, together with any amendments or successive issues thereof and makes itself party to such rates and charges until this concurrence is revoked or cancelled by either party. CenturyTel of Claiborne, Inc. hereby expressly reserves the right to cancel this statement of concurrence at any time when it appears that such cancellation is in the best interest of the CenturyTel of Claiborne, Inc.

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

A1 Ownership, use and maintenance of facilities on customer's premises

B1 Except as provided herein, the utility shall furnish, own and maintain all facilities, including instrumentalities, protective apparatus, and other equipment necessary to provide telephone service. All installations provided shall conform to the established construction standards of the utility.

B2 All instrumentalities and equipment furnished by the utility in connection with a customer's service shall be carefully used and only authorized employees of the utility shall be allowed to connect, disconnect, move, change or alter in any manner any or all of such instrumentalities and equipment.

B3 The customer shall be held responsible for loss or damage to any equipment or apparatus furnished by the utility on his premises, unless such loss or damage is due to cause beyond his control.

B4 Except as provided in A2 or A3 below, no apparatus or device not provided or authorized by the utility shall be attached to or used in connection with telephone equipment and facilities provided by the utility. The utility shall have the right to disconnect the service during the continuance of such attachment or connection.

SECTION 24: PRIVATE LINE SERVICE

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

A2 Connection with certain customer provided facilities

B1 General

Facilities owned by the customer may be connected with the facilities of the utility to the extent and in accordance with the provisions of B2, B3, B4, and B5 below, when such connection is required by military necessity or public safety, or when the customer-owned facilities are in locations so hazardous, remote or inaccessible that the utility considers it undesirable 5to install and maintain its own facilities in such locations, or when otherwise provided herein. All such connections of customer-owned facilities shall be made under and in accordance with the provisions of contracts made by and between the utility and the customer.

B2 The United States Government

C1 The Department of Defense

Telephone facilities owned and maintained by the Department of Defense, serving establishments such as are used as military posts, navy yards, naval operating bases, flying fields, training centers, munitions plants, arsenals, supply bases, military hospitals, nay hospitals, etc., operated and administered by the Department of Defense and commanded by military or navel authorities, may be connected with the exchange and toll facilities of the utility.

C2 United States Coast Guard

Telephone facilities owned and maintained by the United States Coast Guard, serving coastal areas, operated and administered by the coast guard and commanded by coast guard authorities may be connected with exchange and toll facilities of the utility.

C3 United States Forest Service

Telephone facilities owned and maintained by the United States Forest Service in areas in or adjacent to national forests, and operated and administered by the forest service, may be connected with exchange and toll facilities of the utility.

B3 Power manufacturing plants, state and federal prisons and other locations of an inaccessible or hazardous nature or where National security is involved.

Telephone circuits owned and maintained by a customer, located on his property inaccessible or hazardous locations such as power manufacturing plants, state and federal prisons, etc., or where National security is involved, may be connected with a private branch exchange furnished by the customer by the utility.

B4 Railroad companies

Telephone circuits owned and maintained by a railroad company operating as a common carrier and located upon its property or right of way may be connected with a private branch exchange furnished to said railroad company of the utility.

Telephones of special types, apparatus and circuits owned and maintained by such railroad company, located upon its property or right of way and used in dispatching trains by telephone, may be connected with the switchboard of a private branch exchange furnished to said railroad company by the utility. Such connection may not be used for exchange or toll service except in case of emergency.

SECTION 24: PRIVATE LINE SERVICE

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

A2 Connection with certain customer-provided

B5 Electric light, power, natural gas, water, pipe line and oil companies

Telephone circuits owned and maintained by an electric light, power, natural gas, water, pipe line or oil company and not located wholly within an exchange area may be connected with a private branch exchange furnished to said company by the utility.

Stations of a private telephone system owned and maintained by such company may be connected with stations on a private branch exchange furnished to said company by the utility. Such connection may not be used for exchange or toll service except in case of public emergency.

A3 Customer-provided equipment

B1 Customer-provided equipment may be connected at the customer's premises to facilities of the utility for use with individual line exchange service in compliance with Part 68 of F.C.C. Docket No. 19528, as provided herein. The utility will not allow intermixing of customer and utility provided equipment serially installed beyond the point of demarcation. The point of demarcation is as set forth under the Definitions section of this Guidebook.

B2 Customer-provided equipment connected prior to January 1, 1977 (non-registered grandfathered equipment) may remain connected and be moved or reconnected thereafter for the life of the original equipment unless subsequently modified.

B3 The utility may make changes in its equipment, operations or procedures where such action is not inconsistent with Part 68 of F.C.C. Docket No. 19528.

B4 Ringer equivalence of customer-provided equipment connected to the same line will not exceed the allowable maximum for that line as determined by the utility.

B5 Responsibility of the Utility

C1 In compliance with Part 68 of F.C.C. Docket No. 19528, the Utility will not be responsible to the customer or otherwise should necessary changes be made in utility's facilities, operations or procedures which may render any customer-provided equipment obsolete, require modification or alteration to such equipment or otherwise affect its use or performance.

C2 Customer service may be disconnected if customer-provided equipment is causing harm to utility's facilities.

C3 The utility shall not be responsible for the installation, operation or maintenance of any customer provided equipment. The facilities of the utility are not represented as adapted to the use of customer-provided equipment and where such customer-provided equipment is connected to utility's facilities the responsibility of the utility shall be limited to the furnishing of facilities suitable for telephone service and to the maintenance and operation of such facilities in a manner proper for such service; subject to this responsibility the utility shall not be responsible for the through transmission of signals generated by the customer-provided equipment or for the quality of, or defects in such transmission, or the reception of signals by the customer-provided equipment.

SECTION 24: PRIVATE LINE SERVICE

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

A3 Customer-provided equipment (Cont'd)

B6 Responsibility of the customer

C1 In compliance with Part 68 of F.C.C. Docket No. 19528, customer-provided equipment may only be connected to individual line exchange service without the use of an interface device. The customer shall notify the utility of each line to which said equipment is to be connected and shall notify the utility when such equipment is permanently disconnected. The customer will also provide the utility with the F.C.C. Registration Number and ringer equivalence number of the customer-provided equipment.

C2 All combinations of customer-provided registered or non-registered equipment (including but not limited to wiring) shall be installed, operated and maintained in compliance with requirements set forth in Part 68 of F.C.C. Docket No. 19528. No combination of customer-provided registered or non-registered equipment (including but not limited to wiring), shall cause electrical hazards to utility personnel, interference with the operation of or cause harm to utility's equipment or facilities, or interfere with service of persons other than the use of such equipment.

C3 Upon notice from the utility that the equipment of the customer is causing or is likely to cause such interference or hazard, the customer shall make such changes as may be necessary to remove or prevent such interference of hazard. The utility may discontinue service for failure to comply with these provisions.

C4 The customer shall be responsible for payment of all utility charges for visits by the utility to the customer's premises where a service difficulty or trouble report results from customer-provided equipment. The amount charged will be a flat charge of $22.50.

B7 Violation

C1 Except as set forth in Part 68 of F.C.C. Docket No. 19528, where any customer-provided equipment is used in violation of any of the provisions of the Guidebook, the utility will take such immediate action as is necesary for the protection of its facilities and network and will promptly notify the customer of the violation. The customer shall discontinue use of the equipment or correct the violation and shall confirm in writing to the utility within 10 days, following receipt of written notice from the utility, that such use has ceased or that the violation has been corrected. Failure of the customer to discontinue such use or to correct the violation and give the required written confirmation to the utility within the time stated shall result in termination of the customer's services until such time as the customer complies with the provisions of this Guidebook.

B8 Company liability

C1 The customer indemnifies the utility against and holds the utility harmless from any and all losses, claims, demands, causes of action, damages, costs or liability, in law or in equity, of every kind and nature whatsoever (including, without limiting the generality of the forgoing, losses, claims, demands, causes of action, damages, costs or liability for libel, slander, fraudulent or misleading advertising, invasion of the right of privacy, or infringement of copyright or patent) arising directly or indirectly from the material transmitted over its facilities or arising directly or indirectly from any act or omission of the customer or the calling party while using or attempting to use facilities furnished by the utility or arising from combining with, or using in connection with facilities of the utility, any equipment or systems of the customer.

SECTION 24: PRIVATE LINE SERVICE

CUSTOMER PROVIDED TERMINAL EQUIPMENT

Customer provided terminal equipment may be used with the facilities furnished by the Telephone Company, for exchange telecommunications service, as specified in the following items:

Terminal Equipment

A. Data Transmitting and/or Receiving Terminal Equipment

Customer-provided data transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company may be used with such facilities for exchange and long distance message telecommunication service either through a data set, or a data access arrangement, provided by the Telephone Company as described in this Guidebook. Use of such service is on a two-point basis.

Data Set - Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment with a data set furnished by the Telephone Company, the data set shall perform the function of:

(1) Network Control Signaling

Conditioning the data signals generated by the customer-provided equipment to signals suitable for transmission by means of telephone facilities, and

Conditioning signals transmitted by means of Telephone Company facilities to data signals suitable for reception by customer-provided equipment.

Teletypewriter equipment when used with a data set may be provided by the customer or the Telephone Company, at the option of the customer.

Data Access Arrangement - Where the customer elects to use customer-provided data transmitting and/or receiving terminal equipment through a data access arrangement:

The customer shall furnish the equipment which performs the functions of data signal conditioning referred to above. The Telephone Company shall furnish the data access arrangement for use with the network control signaling unit.

(2) Acoustic, Inductive Connections

Customer-provided data transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company network control signaling unit. If the acoustical device requires a change to a different instrument, a one-time change charge based on cost will be required.

SECTION 24: PRIVATE LINE SERVICE

CUSTOMER PROVIDED TERMINAL EQUIPMENT (Cont'd)

Terminal Equipment (Cont'd)

B. Voice Transmitting and/or Receiving Terminal Equipment

Customer-provided voice transmitting and/or receiving terminal equipment which involves direct electrical connection to the facilities furnished by the Telephone Company for exchange service may be used with such facilities in accordance with the following:

(1) The connection shall be made through a Telephone Company network control signaling unit and a connecting arrangement which shall be furnished, installed and maintained by the Telephone Company.

(2) Customer-provided voice transmitting and/or receiving terminal equipment may be acoustically or inductively connected with Telephone Company facilities for exchange service provided the acoustic or inductive connection is made externally to a Telephone Company network control signaling unit.

CONNECTION WITH CUSTOMER PROVIDED PRIVATE MOBILE RADIOTELEPHONE SYSTEMS

Telephone instruments furnished by the Telephone Company may be used alternately with customer-provided private mobile radiotelephone systems. Transfer of Telephone Company instrument to the alternate position for communication with private mobile radiotelephone system will be made by means of a switching and interface arrangement furnished by the Telephone Company.

COUPLER ARRANGEMENT

A connecting arrangement provides a device which will permit the attendant to hold an incoming call on a line, dial out on a local line and then physically interconnect the incoming line with the outgoing line so that the two parties may talk directly.

The Telephone Company shall not be responsible for the quality of transmission which may result from such connections.

The connecting arrangement shall not be used in connection with foreign exchange **lines, or** on lines which are extended to other attendants' positions. Calls may be extended beyond the local service calling area over the Long Distance Telecommunications Network only. (D)

The customer indemnifies the Telephone Company against and holds the Telephone Company harmless from any and all losses, claims, demands, causes of action, damages, costs of liability in law or in equity, of every kind and nature whatsoever including, without limiting the generality of the forgoing losses, claims, demands, causes of action, damages, costs of liability for (1) libel, slander, invasion or rights of privacy or (2) failure in transmitting, receiving or delivering messages over the facilities of the Telephone Company and/or connecting companies arising directly or indirectly from any act or omission of the customer or any third party while using or attempting to use service and/or equipment provided by the Telephone Company.

SECTION 24: PRIVATE LINE SERVICE

CONNECTION WITH CUSTOMER-PROVIDED EQUIPMENT AND FACILITIES

COUPLER ARRANGEMENTS

Connecting Arrangement		Monthly Rate
Common Equipment (maximum 5 lines)	CON ARG CE 1179	$13.00
Line Equipment, each	CON ARG LE 1180	9.75

		Installation Charge	Rate per Month
Data Access Coupler for connection of customer-provided data transmitting equipment (manual operation)	DATACPLR 1097	$25.00	$2.50
Type 1001B Data Coupler	1001B CPLR 1331	$25.00	4.50
Type 1001A Data Coupler	1001A CPLR 1332	$25.00	9.50
Type 829 Coupler	Data-Coupler	$25.00	18.00
Type 201C Modem	Data Modem	$50.00	65.00

VOICE COUPLING ARRANGEMENT

Voice Coupler (manual)	VOICE CPLR 1098	$10.00	4.00
INTERCONNECTION DEVICE (Burglar Alarm, Recorders, etc.)			4.50

SECTION 25: SPECIAL CONSTRUCTION

25.1 CHARGES APPLICABLE UNDER SPECIAL CONDITIONS

Charges applicable under special conditions are located at SPECIAL CONSTRUCTION AND PROVISION/EXTENSION OF FACILITIES.

26: PROMOTIONS

See CENTURYLINK INCUMBENT LOCAL EXCHANGE CARRIER PROMOTIONAL OFFERINGS for currently available promotions.